



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Woodcroft



Woodcroft Care Home, Abergele Road, Rumney, Cardiff, CF3 1RS



02920774500



www.hafod.org.uk

The inspection visits for this service took place between 08/05/2026 and 11/05/2026

Service Information:

Operated by:	Hafod Housing Association Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	60
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Woodcroft Care Home is a large, purpose-built service on the outskirts of Cardiff. The service provides accommodation and care for up to 60 people aged 55 and over. It is organised into three self-contained communities, offering support for people living with dementia, general residential needs and respite care. There is good access to local transport links with local shops within walking distance.

Wellbeing is rated as excellent because people live in a vibrant and inclusive environment where they are supported to enjoy life and have positive meaningful experiences. People describe living in the service as highly positive, with a strong emphasis placed on activities that bring joy and purpose.

Care and support is rated as good because people receive good quality care from staff who know them well and treat them with kindness dignity and respect. Care staff support people to maintain

independence and make choices. People are supported to maintain their identity and interests.

Environment is rated as good because people live in a safe, comfortable, and welcoming environment which supports their wellbeing.

Leadership and management is rated as excellent because the management team has successfully created an environment where there are high levels of confidence from residents, relatives, and care staff, and where continuous improvement is both expected and achieved.

Findings:



Well-being

Excellent

The provider places strong emphasis on people's emotional wellbeing. People are supported to engage in activities which bring joy and meaning. People enjoy silent discos, sports days, summer and winter fêtes, choir practice, arts and crafts, and themed celebrations. People regularly go on trips, including cinema visits, seaside outings and strawberry picking. One person said *"We do lots of activities... balloon tennis and chair yoga are my favourites."*

Activities staff demonstrate a clear commitment to ensuring people are not excluded, offering alternatives and adapting approaches so everyone can participate. While some people with more complex needs have fewer structured interactions, care staff told us they prioritised meaningful contact through music, conversation and sensory engagement.

Regular events, such as visits from an ice cream van, are clearly enjoyed, with one person telling us how much they appreciate these moments. Intergenerational activities are a particular strength, with local school children visiting to sing, colour and talk with residents. One person shared, *"I like to colour with the children... they make me feel happy."* These opportunities reduce isolation and foster meaningful connections.

People describe living in the home as a highly positive and enriching experience. One person told us, *"The care home is lovely, in fact it's actually perfect... There are lots of activities."* Another person said, *"It's lovely here... the food is lovely; it's like a hotel,"* and another shared, *"I love it here. I can't fault the staff."* These views were echoed by others, including one person who told us, *"They make me feel comfortable, I feel I am equal."*

We observed a vibrant, inclusive environment where people are supported to enjoy life and maintain independence. People have access to Wi-Fi and digital devices with support from 'Digital Heroes,' helping them stay connected with family, interests and the wider world.

Residents are involved in shaping the life of the service through regular meetings. Their ideas directly influence activities, events and improvements, including gardening projects, themed events and outings. This demonstrates a strong culture of listening and acting on feedback.

Families are welcomed and actively encouraged to remain involved in people's lives. One relative told us, *"I come every day... I feel he is well looked after, and the staff are very nice. I have no concerns."*

We saw evidence of ongoing development, including the introduction of additional activities coordinators, a yearly activity planner and plans to introduce a new dementia reminiscence train experience.

People have access to advocacy services to ensure their rights are upheld.

The provider is working towards the Active Welsh Language Offer.



Care & Support

Good

People receive good quality care from staff who know them well and treat them with kindness dignity and respect. We observed warm, genuine interactions, with staff singing, dancing, chatting and supporting people with activities. Care staff use creative approaches to involve people in daily routines. We saw one person being supported to hand out squash to others, which they clearly enjoyed, chatting and laughing throughout.

Personal plans guide care staff, with support tailored to individual needs and preferences. Whilst documentation did not always fully identify people's strengths or evidence their involvement, care staff demonstrate a strong understanding of people's needs in their day-to-day care and people told us they are happy with the care they receive.

Where people require significant support, including those who may be unable to communicate verbally, care staff observe body language and behaviours to understand people's needs. They encourage eating, managing risks such as choking, and respond sensitively to low mood. Observations showed consistently warm and positive interactions, but care staff are not always recognising and responding to subtle non-verbal cues to ensure care remains fully person-centred.

People's experiences are mostly positive. Care staff support people to maintain their independence and make choices, such as preparing their own food and engaging in activities. People are supported to maintain their identity and interests. We saw evidence of activities developed in response to people's wishes, such as pantomime trips, gardening clubs, and live music opportunities. People also benefit from inclusive events and family involvement, strengthening relationships and emotional wellbeing. However, not everyone consistently engaged in group activities. For some individuals, there were limited personalised activity plans documented, although staff make efforts to interact meaningfully with them.

Therapeutic and sensory activities, including animal therapy and exercise sessions, are used to support both physical and emotional health. The provider ensures people have good access to healthcare services, including regular weekly GP visits. People told us they felt supported to attend external appointments when needed. One person said, *"They take me to the chiropodist and the hospital"*.

People are supported to receive a balanced and nutritious diet. Meals are varied, with alternatives offered where required.

Equality, diversity and inclusion is promoted. One person's Hindu faith is respected through a vegan diet, female-only personal care and opportunities for prayer.

The provider has good safeguarding processes with staff demonstrating a good understanding of their responsibilities to protect people from harm.

Medication processes are safe and well managed. Staff follow appropriate procedures when administering medicines, and records are clear and up to date.

We observed staff following infection prevention procedures, including handwashing and appropriate use of Personal Protective Equipment (PPE).



Environment

Good

People live in a safe, comfortable, and welcoming environment which supports their wellbeing. The home has a warm, homely atmosphere, with people observed to be relaxed and comfortable in their surroundings. People benefit from spacious, personalised bedrooms, all of which include en-suite facilities. Rooms are well-sized and thoughtfully arranged with personal items. Memory boxes outside each room helping people to recognise and feel connected to their own space.

Safety features are well considered throughout the home, including grab rails, window restrictors, radiator covers, and accessible bathrooms, supporting independence while minimising risk. Communal bathrooms were seen to be clean, accessible, and well adapted.

Décor across the home is consistent, creating a calm and familiar environment. Ongoing attention to fixtures and fittings will further enhance this. Communal areas are comfortable and provide spaces for relaxation and social interaction. Lounge areas are set out to promote visibility and accessibility. Communal spaces include access to books and games. Residents were observed resting comfortably.

Dining areas contain small kitchens, enabling people to prepare drinks and snacks throughout the day, promoting independence and choice. Some improvement works are planned, including kitchen upgrades. This demonstrates the provider's commitment to continually improving facilities and the resident experience.

The service benefits from outdoor spaces, including balconies with seating, flowers, and shaded canopies, allowing residents to safely enjoy fresh air. The provider is taking steps to improve the main garden area to improve its overall presentation and safety.

Cleanliness across the home is good, with floors, bathrooms, and communal areas maintained to an acceptable standard. Some areas, such as carpets and furnishings, are already identified for replacement or improvement. A continued focus on maintaining high standards of décor and furniture condition will further enhance the overall environment.

People are kept safe through effective access control arrangements. Entry to the home is managed through locked doors and visitors are required to sign in and out, providing a clear record of who is on the premises at any given time.

The provider demonstrates a clear commitment to health and safety and the ongoing maintenance of the environment. Systems are in place to ensure equipment and safety measures are regularly serviced, checked, and maintained. This includes fire safety equipment and environmental safety features, which were seen to be up to date.



Woodcroft benefits from excellent leadership and management, which was observed making a meaningful and sustained difference to the quality of care people receive. The management team has successfully created an environment where there are high levels of confidence from residents, relatives, and care staff, and where continuous improvement is both expected and achieved.

Leaders are highly visible, approachable, and responsive. There is an open-door culture which encourages honest communication, shared learning, and early resolution of concerns. People tell us they feel safe and valued. We observed a positive culture throughout our visit.

There is strong evidence the management team has driven significant and sustained improvements. The provider has moved from a period of challenge to one where there is now a stable and committed workforce. We found improved morale and teamwork and a clear, shared focus on delivering high-quality, person-centred care.

Care staff consistently describe feeling well supported, respected, and encouraged to develop. We observed a motivated workforce who take pride in their roles. This positive culture directly benefits residents, who experience care which is kind, consistent, and relationship focused.

Governance systems within the home are established, highly organised, and effective. There are strong arrangements in place to monitor the quality and safety of care. The provider acts quickly and decisively when changes are needed.

Regular audits, governance meetings, and performance monitoring provide excellent oversight of the service, and there is clear evidence of findings leading to action. The management team demonstrates a strong ability to analyse information, manage risk, and drive improvement, supported by effective use of digital systems and performance data.

Accountability is a key strength of the provider. Expectations for all staff are clear, consistent, and well communicated. Senior care staff are supported to take responsibility for the quality of care delivered within their teams. Where issues are identified, these are addressed promptly, with a focus on learning and improvement.

The leadership team shows a strong commitment to developing and supporting staff, recognising a skilled workforce underpins high-quality care. All care staff are actively encouraged to complete training and qualifications. Staff told us they are encouraged to progress in their careers. Reflection on improving practice is encouraged. This investment in people helps to ensure the service remains safe, effective, and forward-thinking.

Leaders have successfully embedded a culture with an emphasis on dignity, respect, kindness, meaningful interaction and relationship-based care.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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