



Shillings Care



Cardiff



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www.shillingscare.co.uk

Date(s) of inspection visit(s):

09/06/2025, 12/06/2025

Service Information:

Operated by:	Shillings Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

The service is welcoming, homely and mostly well-presented. Some areas of the home have been updated with paint and new furnishings. There are good systems to manage most of the environment with the appropriate safety checks in place. The service has made some improvements since the last inspection. Records have improved with overall good monitoring of people's day-to-day health. People's well-being is overall good as people are happy, have contact with loved ones, regular opportunity to share concerns and have their voices heard. Plans provide a good insight into people's history and most of their needs. We found the service has implemented some improved systems to maintain oversight. However, we noted some areas continue to require improvement as issues we identified previously and during inspection had not been rectified nor identified within the regular auditing and governance processes in place. Medication systems and oversight requires improvement as these do not include the required information to keep people safe. A small team of consistent care staff know people extremely well and respond to their needs

appropriately. The manager and Responsible Individual (RI) are very visible and regularly provide 'hands on' support.

Findings:



Well-being

Good

People live healthily and safely. We found risk assessments are in place which identify most of people’s risks. Consistent care staff know people very well and are familiar with their risks and how to best support them. People’s day-to-day health is well monitored, and we saw health professionals are involved when required. Some people see their relatives a lot and enjoy going out to spend time with them. The RI told us activities are available and regularly offered to people and they have a choice as to what they want to do. Information is available to people and the Statement of Purpose is available in Welsh. We saw people are supported to register to vote and have regular opportunity to share information and discuss issues with staff, the manager and the RI. The service is considering people’s varying levels of capacity and how that impacts their decision making with matters such as their finances.

People told us they are happy at the service. Measures are in place to help keep people safe. The home is secure, and a ring doorbell ensures people coming and going can be monitored. Accidents and incidents are recorded by staff and the manager and/or RI completes an analysis to identify patterns and trends. Care staff receive training in safeguarding, so they know how to recognise signs of abuse. Care staff are registered with Social Care Wales the workforce regulator and receive a Disclosure and Barring Service check to ensure they are fit to work with adults at risk.



Care & Support

Good

People's plans are well organised, personal and include important information about them and their history. These documents are regularly reviewed by the manager. People are regularly involved in their care through discussions. We saw the RI holds meetings with relatives to keep them up-to-date. People can spend their time how they choose and their privacy is respected. People told us care staff understand their needs and they could rely on them to involve the correct people if needed. People experience continuity of care from care staff who know when to seek support from managers and/ or health professionals. The service considers people's language preferences, and the RI told us there are Welsh speaking staff available. People appear to enjoy the meals offered to them and the service has received a score of five from the Food Standards agency meaning 'very good'.

We saw people receive their medication at the right time and records are completed. Outcomes for people require improvement. This is because we found Medication Administration Record's (MAR) do not have the correct information within them. Important information has been missed such as allergies, strength of medication and specific directions from the pharmacy. The RI rectified this on the day of inspection and spoke to the pharmacy about amending this system. The manager advised us documentation for 'when required' medication is available, however this evidence was not available on the day of inspection. Some medication was being recorded as a controlled drug when it is not. Medication audits failed to identify these issues. We expect the provider to take action to address this.

People's risk of infection is minimised as the home is clean and care staff promote good hygiene practices such as washing hands and wearing the appropriate Personal Protective Equipment (PPE). The manager completes daily checks on the environment to ensure it is safe and that the appropriate health and safety checks have been completed.



Environment

Good

The service is homely and clean. The service has recently had some internal decoration. The RI told us the home has been repainted and some new furnishings such as blinds have been fitted. The front of the property has been re-painted and is now well presented and inviting. People live in an environment with the appropriate facilities and equipment. The manager and RI maintain oversight of the environment. We saw regular checks are completed on fire safety systems and equipment such as electrics, fire extinguishers and emergency lighting are in place. New door closure devices have been fitted so fire doors shut automatically in the event of a fire. External contractors are used to ensure the service remains safe and that equipment is serviced. A stair lift is available for those with additional mobility needs. There is a small garden at the rear of the property which has seating available. The manager completes a daily walk around of the home to identify any issues. We noted some areas which could potentially pose a risk to people that had not been considered through environmental auditing and observations conducted by management. The RI assured us audits would be improved to provide more detail. The service is located near local shops and cafes as well as the city centre.



Leadership & Management

Requires Improvement

The provider has made some improvements since the last inspection. We found considerable improvement to the policies and procedures which now refer specifically to the service. The RI has submitted an updated Statement of Purpose (SoP), some sections are being reviewed to ensure they are reflective of the service. The manager has ensured staff have read and understood the new policies. We saw the manager and the RI take time to gather and listen to feedback from people, relatives and staff. People and staff feel confident raising concerns and feel well supported. The RI completes a quality of care review and the manager completes audits and walk around checks but outcomes for people still require improvement. This is because these oversight and governance systems failed to identify issues noted at inspection. We expect the provider to take action to address this.

Consistent care staff know people very well. Well organised care staff files show staff are appropriately recruited with the correct safety checks in place. Staff contracts have been reviewed so staff know their rights in relation to break times and working hours. Measures have been implemented to ensure staff receive sufficient break time; the RI is considering contingency plans to cover long term sickness. Care staff receive regular supervision and meetings to give them a chance to raise any issues or concerns about their own development and/or the service. The service has reconsidered staffing ratios since the last inspection and updated records to reflect this. A dependency tool is in place that reflects people's level of support. Training is available to staff and is regularly refreshed. Some specialist training has been sought. The service continues to review and identify required training for staff. A medication competency assessment is in place. The RI and manager are working on improving this so people can be assured that care staff and managers have the sufficient skills and knowledge to administer medication, identify errors and maintain records.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People's health and well-being could be impacted by poor medication practices	09/06/25
Ineffectual monitoring systems may impact the services ability to identify areas of risk for people and staff.	09/06/25

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

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