Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Glain House

Glain House, 77-85 Newport Road, Cardiff, CF24 0AE

02920487488

Date(s) of inspection visit(s): 29/07/2025, 30/07/2025

Service Information:

Operated by:	Glain House Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Provision for learning disability
Registered places:	72
Main language(s):	English
Promotion of Welsh language and culture:	The service 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	Excellent
Environment	Good
Leadership & Management	Good

Summary:

Glain House offers people excellent care and support from a compassionate, well-trained and stable staff team.

'Well-being' is rated as 'excellent' because people are listened to. People achieve a sense of well-being in addition to meeting their identified goals. There are exceptional well-being activity opportunities.

'Care and Support' is rated as 'excellent' because there is a holistic, proactive approach to care, including nursing care. The service is highly successful in supporting people to maintain their health as far as possible, identifying and addressing any issues quickly and providing treatment in consultation with professionals. Care is unrushed and delivered how the person would like.

'Environment' is rated as 'good' as overall people live in a home which meets their needs, is clean, warm, bright and welcoming. The provider is part way through a refurbishment programme which will enhance the environment further. There is ample space and equipment in good working order.

'Leadership and Management' is rated 'good' because leaders continually review the quality of care and consult with people to help improve and develop the service. There are robust systems for recruitment, training, monitoring and auditing.

Findings:

Well-being — Excellent

People live as healthily as possible with control over their own lives. The service treats people with the utmost respect. They are always consulted about the care and support they would like to receive. When people are unable to communicate their needs, information is gathered from relatives or representatives. This includes detailed pre-admission assessments to ensure the service can meet the person's needs. This is highly effective with one relative telling us "*Since admission he is always clean, shaved and appropriately dressed when we visit, which is how he would like to appear.*" One person praised the service which made sure everything was in place before they arrived, including additional staff, a lead nurse who specialises in wound care, and training for staff so they understood the complexity of their health needs.

Detailed personal plans guide staff on how to deliver the care and support. The service reviews them monthly, with people or their representatives invited to contribute. The management continue to work on consistency to ensure the plans are as detailed as possible. They are also considering the 'Welsh Active Offer' to ensure all people who speak Welsh as a first language have opportunities to converse in Welsh with staff. A relative told us as part of a health review and as a response to potential risks of falls, *"Staff have increased their support and supervision when they try to walk and provided walking aids."* A professional told us "*Glain's person centred approach to care and how well the staff know their residents, and can understand their wants and needs, is exceptional."* People are encouraged to make choices and have control over their care, including medication administration if this is safe to do so. The service is exceptionally proactive in prevention of health issues with a focus on oral health, provision of fluids and nutrition, and pressure relief regimes for those who require this.

People are safe and protected from abuse. The service provider ensures people have the right information in documents which are available in Welsh and English. They consider the safety of the people they care for, staff and visitors, maintaining the environment and equipment as required. Robust recruitment processes are in place to ensure staff are fit to work with people. Medication management is excellent. There is an exceptionally well-planned training programme with staff having thorough knowledge on subjects such as Safeguarding adults. One person told us "*I feel safe and looked after very well."*

Exceptional measures are taken to promote people's wellbeing through healthy relationships. Families and visitors experience a warm welcome, with one person telling us "*I was amazed at the friendly and welcome attitude of the staff towards me as a visitor.*" People benefit from their loved ones visiting but also through the extensive wellbeing programme and opportunities on offer. Many people choose to join in social activities from garden picnics, to summer fayres and pub lunches.

People form positive relationship with others and with staff members. One person compared their experience of living in the home with other homes they had experienced, stating, "*This is not a 'care home', it's a 'home with care'. Staff have got time to stop and chat. They pop in to check I'm okay. I'm able to laugh and joke with them. Before, I was alive but not living, now I'm living*."

Care & Support — Excellent

Glain House has highly effective assessing and care planning systems which involves the person or their representative. The plans are reflective of the person, their likes, dislikes, interests, culture and relationships. Care plans within the personal plan mostly give details on how care staff and nurses need to provide support to help maintain and improve independence where possible. One person told us how they have confidence in the care due to the thorough process and noted the service ensured all care workers and nurses understood their complex care needs before they arrived. A social care professional told us the care is "*Person centred. Staff are incredibly well informed regarding the citizens who reside there and can tell you everything you want to know about that person.*"

The service has robust systems in place to support people with their medication and ensure its effective use. Auditing of medication regularly takes place. Medication storage and stock levels are extremely well organised. Electronic systems have helped the service to improve oversight of medication, which is administered when required, so people are monitored to see how effective the medication has been. With few exceptions, medication is administered correctly. Medication reviews take place with external health professionals. One person told us "*I have control over my own medication,*" and liked that they had independence with this, but could ask for help if needed. We saw exceptional measures taken to source medication which had not been provided for one person upon hospital discharge.

Care and treatment are of a high standard, delivered by a caring and compassionate staff team. There is excellent oversight of the care and clinical treatment of people, with a focus on prevention. People are encouraged and supported to eat healthily with choices of appetising meals and snacks adapted to people's needs. As part of the 'food first' approach, the service avoids using food supplements with oversight from the doctor. One person told us "*The Sunday lunch is amazing, and the gravy is to die for,*" but explained the chef is happy to provide alternatives. People's hygiene is paramount with one professional telling us the management are "*Aware of the importance of good oral care and the detrimental effects that poor oral hygiene can have on a service user's general health."* Care workers provide the right level of support for people to remain as independent as possible with this. The service is highly successful in the prevention and treatment of pressure areas with involvement of specialists to guide the treatment plan. One person with complex health needs told us how their wound treatment has been successful due to the continuity of care, with the nurse in charge coming to change their dressings on their day off. When health issues arise, these are immediately addressed with referrals made to appropriate health professionals. One relative noted "*They seem to have a good relationship with their local Clifton Surgery*." We saw the doctor conducting their weekly visit to the home, working collaboratively with the service to achieve the best possible outcomes for people.

People's well-being is supported by person centred care and a compassionate workforce. There is a holistic approach to care, with the service recognising the importance of understanding what is important to the person. This is enhanced through provision of appropriate opportunities, including socialisation, occupation through activity, and meaningful warm interactions. We observed people engaged in their daily living experiences, supported by calm, kind and caring staff. Care workers pay attention to every detail, valuing the person they wish to be, even if they struggle to express this. People feel safe. One family member told us "*My relative is safe, well cared for and loved."*

Environment — Good

The provider is investing in the refurbishment of the home to support people's needs and well-being. Two of the four occupied floors are completely refurbished, providing an environment which is easier to clean and maintain, while offering suitable facilities to meet people's needs, such as en-suite shower rooms. Plans to refurbish the first and second floor are in place with the commencement of work being carefully considered to cause the least disruption. These floors are presenting as tired, with adaptations required to allow easier access to some facilities, and better consideration of colour schemes to provide contrasts and promote independence. There are plans to review signage with the provider indicating this will be an opportunity to develop the Welsh active offer, promoting use of the language. Improvements since the last inspection include the availability and development of outside spaces on each floor, which we observed to be accessible and well used. All areas are well-lit, bright and warm. We saw provision of fans for some people to increase ventilation on a warm day.

There is ample communal space to help people socialise and promote their well-being, and people can access local communities. People meet easily and privately with family. Social and activity groups meet in communal areas and courtyards with increased attendance due to the successful hosting of events by the well-being team. Courtyards and balconies have been creatively designed to make the most of the space available. All areas are accessible with lift access between floors, though one lift is currently out of use, awaiting a part. We saw sufficient staff available to help people move around the building whenever they wished, and others encouraged to move to areas where arranged activities were taking place. People receive support to use the wider community with large groups enjoying access to the local pub on a regular basis. The provider is planning to increase opportunities for people to access places further afield, or health appointments through imminent availability of a minibus for the home's use.

The service follows robust systems to ensure the home is clean and safe to protect people from infection and risk of harm. Environmental health and safety monitoring, checks and routine maintenance takes place. Suitable risk assessments are in place and kept under review. All services such as gas and electricity are inspected by specialist contractors. External authorities carry out inspections, such as the fire service. The service is proactive in addressing any areas for development raised through internal health and safety audits or inspections from external authorities. The home is clean and kept free of hazards. All staff have access to, and sufficient stock of, cleaning materials and personal protective equipment (PPE) to help prevent infection.

Leadership & Management — Good

The service provider has strong organisational arrangements, governance and oversight of the service, supporting positive outcomes for people. There are good quality monitoring systems including audits and consultation methods to drive improvement. Area managers and the responsible individual (RI) have oversight of the service and quality of care, supporting the manager and wider team in operational matters. Whilst a positive culture is mostly fostered, the provider is working to give additional opportunities for staff to raise issues if they have concerns. Policies underpin processes and these are regularly kept under review. The wider organisation offers layers of expertise in personnel management, training, health and safety, and nursing, giving robust support systems. Documentation is appropriate, with information for people available in Welsh, including a 'statement of purpose.' Formal complaints are minimal as the service is proactive in addressing any concerns raised by people or their relatives. The manager is readily available and approachable. Managers are good at communicating, with one social care professional stating "*There is strong communication between commissioners and managers at the care home*." They explained this is done in a timely manner, effectively supporting the best possible outcomes for people.

People benefit from a consistent, trained, and competent workforce who are highly dedicated and compassionate. The provider has strict selection and vetting processes ensuring care workers and nurses are trustworthy and qualified. There are excellent systems of induction, training and ongoing competency checking of all staff members. One health care specialist commented "*The manager is always keen to provide training for staff members.*" The service takes considerable care to ensure the workforce have training to meet people's needs, including specialist training. Nurses and care workers undergo thorough supervision meetings with a line manager. Due to the thoroughness, these can be slightly overdue, but the management is addressing this and looking for more streamlined ways of working. There has been improvement in the quality of personal plans since the last inspection with embedding of the electronic system. People, their families and professionals told us how caring the whole staff team is, with comments including, "*They're just lovely people,"* and *"The level of care is outstanding, and the staff are very friendly."*

The manager keeps staffing levels under review to support the needs of people. There are sufficient nurses and care workers who receive support daily by the clinical lead and deputy manager. Care provision is unrushed. When people are admitted, careful consideration is given to staffing levels and these are increased, especially for people who may present with complex nursing needs. Changes in demands on the care team are monitored, with appropriate adjustments made to staffing levels, for example, around busier evening times.

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.

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