



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Hallmark Penylan House Luxury Care Home



Penylan House Care Home, Penylan House, Pen-y-lan Road, Cardiff, CF23 5YG



02920 434839



www.hallmarkcarehomes.co.uk

The inspection visits for this service took place between 07/11/2025 and 13/11/2025

Service Information:

Operated by:	Hallmark Care Homes (Penylan House) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	75
Main language(s):	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

Good



Care & Support

Requires Improvement



Environment

Good



Leadership & Management

Good

Summary:

Hallmark acquired Penylan House last year and have been making improvements to the service to enhance people's experience, with exciting plans for further development. The service accommodates people who require personal care and nursing care, including provision for people living with dementia. The service is located near to shops, restaurants and cafes as well as local parks. The service is warm and welcoming. There are security systems in place to keep people safe, and the environment is clean. There is a large and well-presented garden available for people to enjoy. There is ongoing refurbishment and maintenance work to the service with the aim to make it more suitable for the people living there. There is a maintenance team available and systems in place to aid the management of the environment. The environment is good.

The provider has made several changes including the replacement of IT systems, staff teams are actively transitioning to these new platforms. Several staff told us that senior managers are regularly present to maintain oversight, and we noted visibility of senior management. The

responsible individual (RI) visits the home and quality checks are completed in addition to auditing. We observed examples of excellent practice, with some staff demonstrating a high standard of engagement and care. There are opportunities to further build on this by strengthening staff knowledge and skills to ensure all individuals consistently experience meaningful interaction. Leadership and management overall, is good but ongoing work is required to ensure there is sufficient nurse presence deployed within the home to monitor and oversee clinical tasks, and this requires improvement.

During the inspection, we observed some periods of limited engagement and interaction; however, managers told us action is being taken to address this through the introduction of tools and training to support improvement. Personal plans and daily records are in place, with opportunities identified to enhance accuracy and consistency. Some people and their relative's express satisfaction with the care provided and confirm that information is shared and accessible. All individuals we spoke with are happy with the meals. Overall, while there are strengths in the service, further improvements are needed to ensure consistently high-quality care and support. Care and support requires improvement.

Overall, people's well-being is good, with many experiencing positive outcomes. There are opportunities to further enhance experiences for some individuals. The service is taking proactive steps to identify those at risk of social isolation, including planned face-to-face training for staff, which will support improvements in well-being. A passionate and enthusiastic activities team is in place, and we observed them actively engaging people and supporting participation in activities.

Findings:



Well-being

Good

People's physical and emotional well-being is considered by the service. Most people we spoke with told us they were happy at the home and with their care. One person told us, *"It's a nice place, gives peace of mind."* One relative told us their loved one appeared happy and can access health and emotional support. There is a passionate lifestyle team in place to engage with people and offer a range of activities and events. We saw evidence to show a range of celebrations have been held including a VE day event where people could come together sharing stories, animal therapy, trips out and 'walking concerts'. The provider told us these have been created especially for those who are unable to join events and activities in communal spaces.

The service offers a 'pet friendly home'. Some people have pets in their rooms, providing continuity from home. During inspection, we saw relatives visiting with their pets which was valued by people living there. The service supports people to have positive relationships, and we saw events have been held to bring people together in the home, and externally for events like bowling, trips to the garden centre and cinema trips. Some relatives told us communication is good, and they get regular updates. The Statement of Purpose is available in Welsh and English; there is some Welsh signage available, and the service celebrate Welsh festivals.

We observed areas of positive practice, alongside opportunities to further enhance staff confidence, knowledge, and understanding. Some professionals have identified areas where additional support and learning could strengthen staff knowledge around modified diets and improve clarity about when to record important incidents. Record-keeping systems are in place, and with some improvements, these can become more consistently detailed and accurate. The mealtime experience was overall positive, with many people receiving attentive support and meaningful interaction. There are opportunities to build on this good practice to ensure a consistently high-quality experience for everyone



Care & Support

Requires Improvement

The manager and deputy know the service well and have a good understanding of people's clinical needs. Most people and relatives told us they are happy at the service, and several people told us that care staff are mostly kind and attentive. We observed examples of excellent, respectful engagement, and professionals highlighted good teamwork and positive outcomes for some individuals. One relative said, *"Staff are great, never had any problems."*

The provider has recently changed several systems, and some staff told us they are still adjusting. There are opportunities to further embed these systems to ensure personal plans and records are consistently up-to-date and fully reflective of the care provided. While management provided assurance that people receive appropriate support, improving the consistency and accuracy of documentation, particularly in areas such as catheter care, repositioning, fluid intake, and oral care will help strengthen this further. Some professionals identified opportunities to enhance documentation and care delivery practices.

We observed that many individuals experience positive engagement from staff; however, there is scope to further develop meaningful interaction for all. Plans are already in place, including social isolation training, to build on this area. Some staff shared views about staffing levels, and although there were occasions when nurse deployment did not fully align with the Statement of Purpose, this presents an opportunity for review to ensure continued effective support. Outcomes for people require improvement and we expect the provider to make improvements.

Feedback about food was very positive, with all individuals expressing satisfaction. The chef was praised for meeting individual needs, and the service holds the highest Food Standards Agency rating of 5. Clean, accessible kitchenettes and good hygiene practices support a positive environment. Staff were observed using appropriate Personal Protective Equipment (PPE), and positive feedback was received about domestic and front-of-house teams, as well as operational management.

People are supported to access health care professionals. Relatives told us people have access to a range of professionals when needed. There are nurses employed by the service who undertake clinical tasks. When more specialist support is required, this is arranged through referrals. Health professionals, including nurse assessors, dieticians and podiatrists visit the service when required.



Environment

Good

The service is currently undergoing significant refurbishment and improvement works. There are contractors on site and a maintenance team. There is information displayed around the home regarding the refurbishment, and we can see information has been shared with people and relatives regarding the ongoing works and changes planned. Care staff told us, *"This was a needed improvement and that it will improve people's experience and will be more suited to their needs,"* The provider told us they have a phased approach of works scheduled to ensure that the service can be updated appropriately without impacting on people.

People have their own bedrooms with ensuite; most rooms are personalised with pictures and their own belongings. One person described their room as *"Great."* We noted some wear and tear of décor and furniture but were assured these had all been included into the planned redecoration of the service. There are communal spaces available inclusive of kitchenettes, dining areas, lounges as well as an on-site hair salon. There is a large, well-presented garden for people to access.

The home is secure, and visitors are required to sign in when they arrive. A professional and friendly reception team are available all week and relatives praised them for their support. There is a maintenance team available who conducts regular tests and repairs, and we saw these to be present during the inspection. Equipment is available to people to aid mobility, and these receive regular inspection to ensure they are safe to use. On the first day of inspection, we observed that some items in individuals' room cupboards could pose a risk, timely action was taken by the service, and this was resolved by the second day. Doors leading to areas of potential risk were all appropriately locked on the day of inspection. These measures ensure that people live in a safe, well-maintained environment. One professional told us the home is *"A lovely place."*



Leadership & Management

Good

We found the provider continues to implement new systems and measures to try to improve the service and its quality and to align it with its other services. The manager told us they continue to be well supported by members of the senior management team, describing them as “*Thorough*” and “*Bringing a lot of knowledge*”. Managers are described by some relatives as “*Approachable*” but by others as ‘*difficult to access, sometimes.*’ Some care staff are passionate about their roles. The RI regularly visits the service to gather feedback and completes a quality of care review. These reports show feedback is considered and identify what the service do well and have identified where action is required. The provider acts when concerns arise internally such as staff misconduct, and we found the appropriate agencies are informed when required such as safeguarding and Care Inspectorate Wales (CIW), however we noted at times notifications have been delayed to CIW.

Care staff are described as “*Very helpful,*” “*Friendly,*” and “*Great.*” Other comments included, “*Some of them rush me*” and “*The next person I speak to won’t be till lunchtime.*” We saw care staff receive regular supervision, training and checks to ensure they are safe to work with adults at risk. A range of training is offered such as Equality and Diversity, Moving and Handling, Safeguarding as well as Dermatitis, Oral Health and specialist training regarding people’s diet and Dementia. Training is mostly provided to suit the needs of people being cared for, but we discussed with managers the need to improve how they identify whether staff need more bespoke learning opportunities to suit the differing health needs people may have, managers assured us that more specific in person training is being considered. We also discussed the value of having champions, managers and nurses being more present in the communities to model, coach and support care workers.

Staff shared mixed views about their experience, some reporting they are happy, while others described recent challenges. This feedback highlights opportunities for managers to further support staff wellbeing and morale. There are strengths within the team, alongside opportunities to improve consistency in responding to people’s needs and to further develop staff skills, knowledge and confidence. Staffing arrangements, particularly nurse deployment, do not always align with the Statement of Purpose, indicating a need for review to ensure safe and effective care. Some staff expressed a desire for greater management presence, while others felt well supported. Managers are taking steps to drive improvement through increased auditing and oversight. Outcomes for people require improvement and we expect the provider to make improvements.

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, well-being and safety may be risk as there are an insufficient amount of skilled and competent staff to manage communities and ensure people's care and support needs are appropriately met and responded to in a timely manner	07/11/25
People's health and well-being could be placed at risk if there are insufficient qualified and competent staff deployed at the service	07/11/25

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

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