



## Llys Cyncoed



127 Cyncoed Road, Cardiff, CF23 6AF



02920 684800

The inspection visits for this service took place between 24/10/2025 and 27/11/2025

## Service Information:

|                                          |                                                                                                           |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Operated by:                             | Care UK Care Services Limited and WELL Cardiff<br>OPCO Limited                                            |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                               |
| Provision for:                           | Care home for adults - with personal care                                                                 |
| Registered places:                       | 99                                                                                                        |
| Main language(s):                        | Welsh and English                                                                                         |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people. |

## Ratings:



Well-being

**Excellent**



Care & Support

**Good**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

Outcomes for people are excellent because people are treated with dignity and respect, and most are actively supported to achieve their well-being goals. People and their relatives consistently provide highly positive feedback about staff kindness, attentiveness, and responsiveness, describing the home as “*marvellous*” and “*excellent in every way*.” We observed exceptional practice in compassionate interactions, with staff fostering close, supportive relationships and enabling significant control and independence through positive risk management.

The environment is rated excellent, offering highly personalised accommodation that feels like home and enhances quality of life. People benefit from accessible, well-designed spaces, creative sensory stations, and opportunities to shape their surroundings. Staff go the extra mile to ensure preferences are met, contributing to a welcoming, inclusive atmosphere.

Leadership and management are excellent due to robust governance, visible and responsive

management, and a culture of continuous improvement, reflection and innovation. Staff are well supported, and feedback is valued, driving positive change.

Care and support is rated good, with thorough assessments, comprehensive care plans, and positive engagement for most people. Some areas require improvement in proactive risk management and meaningful engagement for some people, which the provider is addressing.

## Findings:



### Well-being

Excellent

People are treated with dignity and respect and are actively supported to identify and achieve their well-being outcomes. People and their relatives provide strong, positive feedback about staff kindness, attentiveness, and responsiveness. Everyone we spoke to, including people and their relatives, gave highly positive feedback about how the home enhances people's well-being and quality of life. Comments included, *"They are marvellous, anything you want doing, it's done," "Mum is much better and happier since moving here," "The quality of care is superior," "The staff are fantastic,"* and *"The home is excellent in every way."* In addition to this, we observed exceptional practice in gentle, compassionate interactions, with staff demonstrating close, attentive relationships and calm, skilled support.

People have significant control over their lives, supported by positive risk management and access to information that fosters choice and independence. The service provider demonstrates a clear commitment to listening to people's voices, acting on feedback, and promoting Welsh language and culture as an integral part of the service. Signage and documentation are available in Welsh, Welsh language and national events are celebrated, and Welsh-speaking staff, including management, are available for those who require it. Service delivery is led by people's personal requests and preferences. Staff use resident and relative council meetings creatively and effectively to capture people's voices and act on feedback. Findings from these meetings and views raised form an immediate part of changes within the service and ongoing service development. Staff examine patterns and trends, sharing changes and updates, which demonstrates strong collaboration. Staff work in close partnership with external stakeholders to address any gaps in information, advocacy, and support.

People benefit from enriching experiences delivered in new and creative ways, including community events and workshops that foster social connections, personal growth, and learning. People in the assisted living area of the home experience highly personalised engagement and activities, including bespoke activities fulfilling lifelong aspirations. We saw examples of bespoke, highly creative strategies to ensure people exceed their person outcomes. Examples include: Someone being supported to visit a place and take part in an activity that had been a lifelong wish. An individual showcasing their own artwork as part of a home-based art exhibition and raising funds for local charities. Another person is regaining independent living skills, improving their mobility and strength, and more effectively managing symptom control related to their medical condition. Proactive risk management and support for independence are evident throughout the home and activity programme, with community trips and inclusion maximised.

People are supported to cultivate safe and healthy relationships, engage meaningfully with their

community, and develop to their full potential. Frequent opportunities exist for people to connect with family, friends, and contribute to local communities, including through technology and online participation. People are encouraged to share hobbies, spend time together, and help each other. People achieve outstanding outcomes because they live in a highly personalised accommodation that feels like home. Service delivery is holistic, meeting people's physical, emotional, and mental needs, and strong links with local services ensure excellent outcomes for people.



## Care & Support

**Good**

People receive good quality care and support because the provider thoroughly assesses their needs and personal outcomes, consulting with people's representatives and professionals and to complete robust, detailed assessments of people's needs and risks. Staffing levels match the rota, and recent changes have increased staff availability in key areas. Staff respect people's preferences and routines, supporting choices such as staying in their bedrooms during snack time or staying in bed for longer in the mornings. People are encouraged to attend health checks, and staff understand their role in providing care, having been appropriately trained and skilled. Care plans are highly comprehensive, regularly reviewed, and reflect people's history, preferences, and needs. We observed a relaxed pace of care and support, with evidence of meaningful social engagement in most areas of the home and positive mealtime experiences.

Outcomes for some people require improvement because we initially found care and support did not always fully protect, promote, or maintain safety and well-being for some individuals within one area of the home. Patterns of accidents and incidents emerged, and earlier proactive measures could have reduced risks. We observed limited staff supervision, inconsistent use of safety equipment, and insufficient meaningful engagement for some people. Incident reviews lacked depth and did not consistently lead to identification of root cause, proactive plans and actions. The provider took immediate action to strengthen safety, staff deployment, and meaningful engagement within this area of the home, resulting in a decline in accidents and incidents by the end of inspection. We are issuing an area for improvement to ensure these positive changes are sustained and embedded for people, which will be tested at the next inspection. Overall, care and support is good, owing to the provider's prompt response and robust practices in addressing issues. We observed positive changes and outcomes within this area, by the end of the inspection.

People are protected from harm and abuse because staff listen to concerns about safety, report and investigate incidents thoroughly, and act on lessons learned. People feel secure, and staff understand and follow safeguarding responsibilities. The service makes improvements in response to safeguarding incidents, ensuring robust protection and ongoing development.

People's risk of infection is minimised, and they receive medication as prescribed, in line with national guidelines and the provider's policy. Staff store medication safely and administer it in a person-centred way, respecting choice and independence. Audits maintain good standards, and any errors are investigated, reported, and addressed to prevent recurrence. There is a clear and effective approach to infection prevention and control. Staff complete relevant training, follow national guidance, and maintain high standards of hygiene through regular cleaning, safe food and fluid handling, and ongoing monitoring to minimise infection risk.



## Environment

Excellent

People achieve enhanced well-being and safety because they live in highly personalised accommodation that feels like home and significantly enhances their quality of life. The provider prioritises well-being within the environment, ensuring it is not only safe and comfortable but also fosters a strong sense of ownership and belonging. There is a large, modern bistro area with a café and hotel-style atmosphere, where people can socialise and enjoy time together. The space is accessible to all, supporting meaningful interactions and a sense of community. Sensory stations and themed areas, such as a typewriter and laundry station in hallways, provide opportunities for meaningful engagement and a sense of purpose. We saw people had access to clothing and laundry to engage in tasks with purpose. We saw good, person-centred signage outside bedrooms and a “meet the team” staff photo board support orientation and belonging.

People benefit from extensive opportunities to engage with their surroundings. Many are actively involved in shaping their environment, including decorating and furnishing, which fosters a sense of belonging and purpose. A person’s relative told us, *“My suggestions about the layout were listened to and acted upon straight away, the next day the sitting area was reorganised”*. Some people have access to their own private gardens or secure balconies with views of nature and the surrounding gardens. Outdoor spaces are inviting and exemplify excellent design, enabling safe, independent access to nature. The provider’s innovative approach ensures these areas meet people’s physical, sensory, and cognitive needs, and people are encouraged to venture outside whenever possible.

Reception staff demonstrate a strong commitment to people’s well-being, going the extra mile to ensure people have bespoke attention, such as their preferred newspapers at breakfast and arranging fresh flowers for those who enjoy them. These thoughtful actions contribute to a welcoming atmosphere and help people feel valued and at home. A person’s relative told us, *“They consistently accommodate her preferences, such as ensuring she has her breakfast in her own room as she needs a quieter environment”*.

Privacy and dignity are always prioritised in the design, layout, and use of living spaces. There are areas for socialising, private time, and family visits, all maintained to a very high standard and culturally appropriate. Space, equipment, and technology are used creatively to support high-quality, personalised care, and the provider actively seeks out innovative solutions to maximise independence and minimise restrictions.

The provider demonstrates a strong commitment to ensuring the premises and any equipment is secure, maintained and serviced to a very high standard. There are systems in place for identifying and managing health and safety risks.



Outcomes for people are excellent because the service provider demonstrates highly effective organisational arrangements, governance, and oversight, ensuring smooth operations and high-quality care. Leaders foster a strong, positive culture that is supportive, inclusive, and respectful. All people and their relatives told us the manager is “*excellent*”, “*exceptional*” and “*works really hard*”. People have high levels of confidence in the service, with leaders acting as visible role models who guide strategic direction and respond proactively to challenges.

Managerial oversight is robust and responsive. The manager is highly visible and engaged, working alongside staff mentoring and maintaining a positive team culture. Detailed managerial analysis, including comprehensive reports and presentations, ensures key issues, patterns, and trends are shared effectively with senior staff, enabling swift action. A recent reflective root cause analysis and trend monitoring of falls, fractures, and incidents have led to targeted interventions and improved outcomes for people, such as increased staff supervision, changes to activities and engagement, and further ongoing work which we will review at next inspection. Staffing levels are consistently in line with the rota, with adjustments made as needed to maintain safe and effective care.

Staff are happy working at the service and describe the manager as approachable and supportive, with concerns addressed promptly. Staff feedback is actively sought and valued. Training and supervision are regular, and staff feel well prepared for their roles. Training compliance rates are high, ensuring staff maintain the necessary skills and knowledge. Recruitment and induction processes are thorough, including competency checks, policy training, and robust vetting. Staff development is prioritised, with opportunities for further learning and qualifications, apprenticeships, and career progression. Staff recognition schemes, such as colleague of the month awards, celebrate achievements and motivate continuous improvement.

Governance and audit processes are comprehensive. The Responsible Individual visits the service regularly, engages with people and staff, and promotes a quality-focused approach to service delivery. Regular audits, team meetings, and mock inspections drive improvement. Internal inspections and external audits are used proactively to identify and address issues. Stakeholder engagement is strong, with positive feedback from other professionals such as district nurses and care home liaison teams. Staff work in partnership with external professionals, implementing recommendations and demonstrating effective care planning. The provider is committed to transparency, sharing information with relevant authorities in line with duty of candour, and fostering trust and accountability. Technology and innovation are embraced, with systems trialled to improve documentation and engagement. Continuous improvement is evident, with feedback reflected in changes to practice and learning cascaded to staff.

Immediate actions taken by management have led to positive changes and improved outcomes for people, particularly in reducing falls and incidents. Leadership and management are rated as excellent because of the provider’s innovative and highly effective improvements, personalised

approaches based on thoughtful analysis, and strong evidence of effective governance and staff involvement.

## 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 safety and well-being are at risk if care staff do not always provide the appropriate levels of supervision and engagement. We expect the provider to sustain and embed improvements to ensure people are supported safely and their well-being is promoted. | 24/10/25        |

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

**Welsh Government © Crown copyright 2026.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk) You must reproduce our material accurately and not use it in a misleading context.*