



Inspection Report on

Llys Cyncoed

**Sunrise Of Cardiff
127 Cyncoed Road
Cardiff
CF23 6AF**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/06/2024

Welsh Government © Crown copyright 2024.

*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.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

About Llys Cyncoed

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Care UK Community Partnerships Ltd & WELL Cardiff Opco Limited
Registered places	99
Language of the service	Both
Previous Care Inspectorate Wales inspection	09 and 10 August 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Llys Cyncoed provides an excellent standard of care and support to people. Individuals are at the heart of service delivery and care staff and management go above and beyond to empower individuals to live a fulfilled life. People and their families are extremely complimentary about the service, “*I love being here*”, “*Its excellent living here*”, and “*it’s a fantastic place to live*”. We found many examples of people achieving improved well-being because of moving into the service. We saw support provided is person centred and meaningful. People receive care and support, in their preferred way, at a pace and frequency to meet their needs, from a consistent and dedicated staff team who they like and are familiar with. People’s physical, mental, and emotional well-being is promoted.

The environment of the home is of very high standard and the ambience is described as feeling like “*a 5-star hotel*” for those that live here. A committed, knowledgeable, and innovative leadership and management team leads by example at Llys Cyncoed, which has successfully achieved a positive culture within the home. People are fully consulted, and the service continuously reflects and evolves to enhance and embed a high-quality service. There are detailed policies and procedures in place to guide staff and excellent governance and oversight systems.

Care staff thoroughly enjoy working at the service, they feel valued and are well supported by management. Care staff are safely recruited, monitored and good quality training is provided, to ensure they understand the needs of the people they support. The Welsh language is actively promoted within the service with care staff who speak Welsh.

Well-being

People feel they belong, they have a sense of ownership and can engage and actively be a part of their daily lives. A person asked us to meet their pet cat who had moved in with them and others invited us to sit down and join them for lunch. People are fully supported to participate in things that are of interest to them, and they are encouraged to be independent. We found staff and management are committed and dedicated who work in harmony to achieve the best outcomes for people. There is a real sense of teamwork and unity within the staff team with excellent communication systems in place. The assistance of the concierge personnel helps individuals, visitors and staff with communication and information sharing, achieving a smooth, holistic experience for those using the service.

Many people's representatives and care staff told us it's a care home they would choose for themselves if they ever needed it, somewhere they would recommend, and for some a place they volunteer at or continue working because *"that's how wonderful it is"*. We were told, *"it's something rewarding ... I am very proud to be a part of the team here and to make a difference"*, *"we are like a family here"* and *"I will continue to recommend Llys Cyncoed to people. It is a good place to live and work"*. One individual told us, *"It's a great community feel, and my relatives say when they come, they'd love to live here"*.

People have a voice, and their views and wishes are valued and promoted. The service has a high regard for people's opinions and values feedback about the service they receive. People's views and suggestions are sought and acted upon within regular resident meetings and the formulation of a Resident Council, which family members attend with senior management. Regular reviews, meetings and feedback ensure that their voices are heard. Choices are available to people in terms of how they wish to receive their care and support. Care and support records give a real sense of the person, their needs and what is important to them. People are in control of their care and are consistently involved in matters that affect them.

Equality and Diversity in terms of people's language requirements and spiritual needs is promoted, there is a prayer room available for individuals and staff to use. Llys Cyncoed offers a full active Offer of the Welsh language and culture. There are Welsh speaking staff available, including management, who are easily identifiable with Welsh identification badges. There are events to celebrate the Welsh culture and a range of activities delivered in Welsh. Signs and documents are bilingual, including the daily menu options. People's first language preferences are documented in their care records, and care staff can write care documentation in Welsh.

People are safe and protected from harm. People also know how to raise concerns if needed, care staff know the action they are required to take if they suspect a person is at risk of harm or is being abused, and they are confident management would act and resolve.

Care and Support

People are treated with dignity and respect. We saw meaningful and valued relationships between people and their care staff. People and relatives gave us excellent feedback about the service provided. One person described their relative as *“not just a resident...a person loved and cared for by everyone that works here”*. Other relatives said, *“It’s the best place my mother could have spent the last years of her life, with care, happiness and so much love, its where I would want to be if I found myself in this position of needing a care home.”*, *“it feels more like a hotel than a care home”*, *“staff go above and beyond”*. One person using the service told us, *“It’s a fantastic place to live. Years ago... I read about it and that’s how I got to know so I kept it cut out and put it safe and when it came to needing support, I pulled it out and got in touch...as soon as I came in I knew it was for me and I haven’t been disappointed, I’m very happy here”*.

People are socially integrated and can be part of their local community. We read weekly and daily activity programmes that are action packed and individually tailored. We saw a variety of activities, day trips out, birthday celebrations and themed decorations and menus during the visit. Many people told us they thoroughly enjoyed watching a performance by children who visited during the morning from a local school and were looking forward to the singer and performance later in the afternoon. Staff ensure that people at risk of social isolation receive a one-to-one focussed activity on a regular basis, for example we saw one person receiving a therapeutic massage therapy called Namaste. People are fully supported to maintain family and personal relationships of importance to them. People’s families are invited to join their loved one for meals in the dining room led by a catering team, and people are supported to keep in contact via video calls with any family and friends who live further away.

People receive a consistently high standard of care from skilled, motivated staff, who are professional. People have formed strong bonds with their staff and have the utmost confidence in their knowledge and abilities. It was described by a relative as, *“There is much more to it that makes it wonderful place to place any loved one in. It’s the core of it which is the staff. They are the most genuine loving and caring people that I have met from management concierge to carers and every other department... The residents are treated with respect. There are games, outings, dancing, birthday celebrations, what more could anyone ask for!”*

People receive the right approach at the earliest opportunity. Personal plans and monthly reviews are highly detailed and provide accurate and up to date information regarding people’s care needs and the way in which care staff should support each person. We read excellent and comprehensive care documentation about people that is in line with best practice guidance and completed to a high standard. People are closely monitored when required, and care staff respond to people’s needs and requirements without delay, at the earliest opportunity. We saw a high staff presence on the day of the unannounced inspection and people’s needs and requests being met swiftly without any delays. People’s

food and drinks are monitored and encouraged when needed and there are safe medication arrangements in place. The chef and catering team are closely involved in reviews of people's changing dietary needs and preferences to ensure people have access to the right nutrition, achieving excellent communication sharing between the hospitality and management teams. Partnership working at the service is exceptional. A visiting professional described it as a *“proactive management team, communication excellent...good working relationship...really nice and friendly, patients always looked after by friendly staff”*.

Environment

The home is bright, welcoming, extremely well presented and immaculately clean. There are systems in place to ensure that excellent levels of housekeeping, maintenance and health and safety are maintained. We were met by a welcoming concierge service on arrival, we saw glass chandeliers, artwork on the walls and good quality, tasteful furniture. Corridors are wide and spacious with plenty of room. There are various communal areas for people to choose from which are extremely well presented and bedrooms are individual to the person. Any repairs or alternations to the home to improve it, are actioned quickly. Domestic and maintenance staff work hard to ensure that standards in the home are met and exceeded. One staff member told us, *"If it doesn't work for our residents we change it, all departments get involved in everything."*

We saw a range of facilities available within the home such as a hair salon, a pub with a cocktail shaker and various garden areas including grow your own herbs and water features. On the first floor there is also a balcony area made safe and secure for people to enjoy a scenic view of the gardens. People can enjoy a low-lit, sensory relaxation room for holistic related therapies.

We saw a high standard dining experience with beautifully presented dining tables and arrangements. People are offered a choice of wines to compliment their meals and we saw individually tailored menu option to enhance a national celebration that day. We saw a variety of menus with good quality food options and alternatives. We also saw a variety of good quality snacks and drinks available via a help yourself buffet during the day, in between meals. One staff member told us, *"The dining experience is like a 5-star service and we honestly feel so proud of whole home approach nothing is too much for anyone"*.

We saw that people are encouraged to share their passion with others, reflected within the environment. There are various activity stations that are individually tailored in line with people's interests and hobbies. We saw a DIY table with tools, a knitting station and an area with a typewriter located in the communal corridors for those living nearby who are interested in these activities.

The risks to people's health and safety are minimised. There are excellent infection control measures in place. There are a range of maintenance checks and audits undertaken. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

People using the service and their representatives described the home as a *"homely atmosphere and that it feels more like a hotel than a care home"*. They also told us, *"There is always someone on reception so you can always reach someone to ask anything"*, *"I just want to mention the warmth and friendliness of walking in to be greeted by concierge staff, it feels like one big family"*, *"The ambience of Llys Cyncoed is amazing!"*.

Leadership and Management

People can be confident they are supported by a strong leadership and management team that works collaboratively and places people's well-being at the heart of decision making. The leadership and management team do their best for people and are innovative and involved in best practice learning with other agencies. The service is continually striving to explore ways to involve the local community within the home. The management team arrange opportunities to bring people together who use the service, to have opportunities to get to know their management team but also to provide opportunities for social networking.

There is an open positive culture within service delivery, which is driven by the value base of the management team. The service vision and values are implemented by every member of staff. Senior management have a good understanding of the daily experiences of people who use the service. People can have direct access and communication with senior management. All management personnel based at the home have an open-door policy. We saw their doors open during the inspection visit and management welcoming people to approach and engage with them.

Quality assurance systems in place allow for people's views to be sought on how satisfied they are with the service and how things could be improved. The Responsible Individual (RI) and manager take an active role and are present, supportive, and directive in the service. The RI produces excellent and comprehensive quality of care checks and reports, which are analytical, reflective and demonstrates continuous efforts to strive to improve the service.

Care staff are passionate and competent in their roles, they feel highly valued and supported by the management team. Robust recruitment checks are carried out before staff work at the service and all staff have good quality training, induction, and supervision. All staff feedback received is highly complimentary with many telling us:

"Best place I have worked for, and I believe its because of management always wanting to do the best for staff and residents. Staff really are looked after very well."

"I have been here for years for a reason, and it is currently the best it has ever been and I love being a part of that journey."

"The staff genuinely care for the residents and it feels like a family".

"The teamwork in the home is excellent and staff are passionate about their roles. I feel part of a high-quality care home that gives exceptional care and dignity to each resident... Support from management is exceptional".

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 01/08/2024