



Landsdowne Gardens



Cardiff



02920229690



<https://accomplish-group.co.uk>

Date(s) of inspection visit(s): The inspection visit took place on 04/08/2025

Service Information:

Operated by:	Accomplish group ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Landsdowne Gardens is a person-centred service providing high-quality care to adults aged eighteen and over with learning disabilities and/or mental health needs.

People achieve excellent well-being outcomes because their care is personalised with individual needs, likes and dislikes fully considered. They are supported to live happy, healthy and increasingly independent lives.

Exceptional care and support are delivered by a stable and consistent care staff team who know people well. Care documentation is up to date, detailed, personalised and reflects people's requirements well.

People live in a good environment that is warm, comfortable and fit for purpose. The provider undertakes regular maintenance and repairs, and ensures the home is safe.

Leadership and management are greatly effective and responsive. A greatly regarded manager promotes a positive culture which is appreciated by both staff and people receiving a service. Effective oversight and governance arrangements are in place to maintain the continuous smooth running of the service, which includes routine visits from the Responsible Individual (RI).

Findings:



Well-being

Excellent

People live healthily and safely. They have control over their lives and are empowered to make their own decisions. Proactive risk management supports people to be safe, whilst experiencing autonomy. People are encouraged to set their own goals and targets, and these are reviewed and updated as needed. The service goes above and beyond to help people achieve their goals. Goal achievements include access to voluntary placements, increased community and event access including concerts, holidays, and working towards stepping down to supported living.

People have a voice, are listened to, and their thoughts and wishes are captured in various ways to ensure they receive person centred care. They can do things that matter to them and are gaining confidence and independence. Exceptional measures are taken to listen to people to understand what is important to them. The ethos of inclusivity ensures people are consulted in all things. There is an inclusion board for "*What means the most to us*", people are involved in staff recruitment and have functional roles if they wish such as responsibility for home safety checks. People can access the same training as staff and are involved in staff meetings. This has strengthened the trusting and practical relationships they have established with the care team.

People live with dignity and respect. They receive appropriate, kind, and caring support from extremely competent care staff who know them well. There is a relaxed, friendly atmosphere created by the care staff team and their reassuring interactions with people. We observed care staff listening attentively and supporting people to make well-informed choices. People have access to a wide range of meaningful activities they enjoy. They are provided with regular opportunities to maintain relationships with family and friends and to access the wider community, supporting their social and emotional well-being.

People are protected from harm and abuse, as far as is possible. Safe recruitment processes ensure staff have the necessary skills and qualities needed for working in the care sector and receive safeguarding training. The safeguarding policy is aligned with current national statutory guidance. Concerns are listened to and acted upon by management.

The service is working towards providing an 'Active Offer' of the Welsh language and culture. Welsh events are celebrated, but no one currently living in the home are Welsh speakers. Efforts would be made to try and facilitate support through the medium of Welsh in the future if required.



People receive highly effective care and support which helps them achieve their personal outcomes. Consistent care staff demonstrate exceptional knowledge of people's care needs, likes/dislikes and how best to support and communicate with them. The service aims to empower people to reach their full potential and achieve their personal goals and aspirations. Care is tailored to their specific needs, preferences, and interests. Support is designed to help people maintain good health, enhance independence, and improve overall quality of life.

People benefit from a strong sense of community within the service, where their uniqueness is valued, and their interests, culture, life experiences, identity, spirituality, and relationships are understood and respected. We saw wholesome and genuine interactions from care staff, who are dedicated and eager to make a beneficial difference to the lives of those they support to enhance their well-being. Care staff are very well-trained, professional, and have developed effective relationships with the people they support.

People are involved in their own care planning and objective setting. The service has recently introduced an electronic care planning system called 'NOURISH'. Comprehensive care records clearly describe how to meet each person's individual needs. Corresponding risk assessments highlight any triggers to avoid, and how people can be supported more effectively when presenting in different ways. Deprivation of Liberty Safeguards (DoLS) are in place for people who do not have the capacity to make decisions about their care, support and accommodation.

Potential risks are identified and managed to protect people's safety and well-being. The service culture encourages individuals to make informed choices and take positive risks, where possible, weighing up the benefits and drawbacks of a decision. This has resulted in increased confidence, independence and skills.

People receive strong support to maintain their health. Care staff are attentive to changes in behaviour or wellbeing, seeking professional advice as needed. Appointments are well planned with clear strategies to ensure a constructive experience, and all records are kept up to date. Healthy eating and physical activity are encouraged as preventative measures.

Medication is managed according to national guidance, with accurate records, safe storage, and effective administration. Care staff are trained in medication administration, and routine audits ensures practices remain safe and effective. Controlled drugs are not currently prescribed to people living in the home, but procedures are in place should they be in the future. People are supported to become more independent with medication and move toward self-medicating when suitable.



Environment

Good

People reside in accommodation that promotes well-being. Landsdowne Garden is a comfortable, tidy property with a calm, homely atmosphere. Communal areas are well-furnished and cozy, including a lounge, kitchen-diner, staff office, and conservatory. Upgrades are ongoing as needed. The secure patio offers storage, a smoking shelter, shed, seating, and a greenhouse for growing produce. The service has good transport links to the city and local areas.

People can access communal areas to spend time in the company of others or remain in their own room should they wish to have some privacy. People's rooms reflect their interests and what is important to them. Bedrooms contain personal items and are decorated as preferred, which supports comfort and familiarity. To encourage a sense of belonging, bedroom doors resemble front doors, and each person has a mail slot in the lounge for receiving personal mail directly. People routinely check their mail after outings.

The environment supports people in achieving their goals. With staff assistance, individuals maintain private spaces and use laundry and kitchen facilities to build independent living skills. The kitchen holds a top Food Standards Agency rating of five for cleanliness and hygiene. A projector, lights, and soothing sounds create a sensory lounge area as desired. Display boards help share key information, celebrate achievements, and encourage inclusivity. A photo board and emotion cards support communication for those unable to speak, featuring staff on duty, meals, activities, and daily life images to assist people in expressing their needs.

The service is very well-maintained, and the provider has procedures in place to identify and mitigate risks to health and safety. There is a sign in book for all visitors to complete on arrival in the service. Servicing documentation is in place and up to date, which includes gas and electrical checks. An up-to-date fire risk assessment is in place and regular checks of the fire alarms are undertaken. Everyone has a clear personal emergency evacuation plan (PEEPS). Care staff are trained in fire safety and participate in regular fire drills to keep people as safe as possible. Substances hazardous to health are stored securely. The environment is free of clutter throughout. The manager carries out regular walk around audits as does the RI during their visits.



Lansdowne Garden's management is exemplary. They foster an inclusive, supportive environment where people and staff feel valued, leading to excellent care. A dedicated manager encourages a collaborative culture, supported by a clear statement of purpose which outlines the service's vision and values. The ethos of the service is to encourage people to be as independent as possible and live happy lives. The manager has developed many inclusion initiatives to support both staff and residents comprising of "*Including me*" documents, delivering various awareness sessions, implemented "*inclusion*" & "*activity*" champions, and a "*Mental health buddy*" scheme.

People and staff achievements are recognised through quarterly newsletters, award ceremonies, photographs, display boards and shared in resident and staff meetings. People and their representatives have regular opportunities to ask questions and provide feedback. There is a very positive and compassionate culture in the service which ensures people have the best possible experiences. Communication between the management team, people, care staff and professionals are highly effective to ensure people receive the right care at the right time.

People receive support from a knowledgeable and committed care team, who know them well and understand what matters to them, allowing them to form strong relationships. Staff are appropriately recruited, supervised, and trained to meet diverse needs, with ongoing learning opportunities provided. Safe staffing levels ensure individuals can access the community and receive proper support. Care staff describe management as supportive, emphasising effective teamwork and involvement in decision making, with comments such as "*There's a strong culture of teamwork and mutual respect,*" "*The manager is great,*" and "*I feel listened to and supported by the manager.*"

Comprehensive quality monitoring systems are in place to oversee all aspects of the service. Regular auditing is undertaken. Policies, procedures, and guidance are available to support staff; these are regularly reviewed and adhere to current legislation and national guidance. The RI routinely visits the service. They observe practices, speak with people, care staff, management and look at documentation to determine if any improvements are needed. These visits are documented in quarterly reports and actions are recorded as necessary. Quality of care reviews are conducted bi-annually as required.

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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