



St Saviours Nursing Home



115 Splott Road, Cardiff, CF24 2BY



02920484588



www.ivoive.care

The inspection visits for this service took place between 27/04/2026 and 28/04/2026

Service Information:

Operated by:	ivoive CMC Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	29
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

St Saviours provides specialist, person-centred nursing care for people living with dementia, complex mental health needs, Huntington's disease, acquired brain injury, neurological conditions, and learning disabilities. The home is conveniently located close to the city centre, offering easy access to a wide range of local amenities, including shops, cafés, and community facilities. Well-established bus routes are nearby, providing reliable transport links for residents, visitors, and staff. This accessible location supports people to stay connected with their community and enjoy outings and everyday activities.

Wellbeing is rated as excellent because people consistently experience high-quality, person-centred care in a warm, homely environment where they feel a strong sense of belonging. People are supported to live meaningful lives, maintain independence, and achieve outcomes that matter to them.

Care and support is rated as good because people receive personalised care that reflects their needs, preferences, and goals, supported by thorough assessments and input from a range of professionals.

Environment is rated as good because it is clean, safe, and promotes comfort, independence, and wellbeing. People benefit from welcoming indoor and outdoor spaces, including accessible gardens and areas for both socialising and privacy. The home is well maintained, with ongoing improvements and refurbishment plans that actively involve people in shaping their surroundings.

Leadership and management is rated as excellent because the service is led by a strong, visible team who promote a positive, inclusive culture focused on independence, growth, and high-quality care. People and staff have high confidence in how the service is run, describing leaders as approachable, supportive, and responsive.

Findings:



Well-being

Excellent

People experience excellent wellbeing outcomes in a home where relationship-based, person-centred care is a clear strength. There is a genuine sense of home and belonging, with people appearing relaxed and comfortable. A strong homely environment is promoted, including opportunities for people to have pets or enjoy therapy dog visits.

People are involved in everyday life, such as gardening, with one person proudly describing planting their own area. One person told us “*Things are all right, staff are good, and the food is nice,*” and another shared “*I am very happy here.*”

Staff across all roles are caring, enabling, and nurturing. Despite people’s complex needs and frequent incidents, anxiety and distress are managed with compassion and skill. People whose behaviour may challenge are consistently treated with dignity, warmth, and respect. We observed responsive interactions, including staff adapting their approach to individuals needs and a maintenance staff member sensitively reassuring a distressed person by crouching to their level.

Staff demonstrate strong knowledge of people’s histories, preferences, strengths, and communication needs, including for those who struggle to express themselves. Clinical care is well informed, with effective oversight including medication reviews and approaches such as ‘Food First’ for weight loss, with escalation to dietetics when required.

People are supported to live well and achieve meaningful outcomes through creative, person-centred approaches. These include PEG feeding with “taste for pleasure,” assistive technology and rehabilitation tools such as electronic hand devices, bike pedals following stroke, and occupational therapy-led goals. Trauma-informed care has improved wellbeing, including supporting someone to leave their room and access the garden.

There is a strong focus on independence and everyday living skills. People are encouraged to take part in daily tasks such as laundry, cooking, cleaning, and table setting, with plans for shared activities like themed cooking nights. Choice and independence are supported through positive risk management, including enabling one person to manage their finances safely.

The provider promotes independence, growth, and skill development. Some people have their own mobile phones to support autonomy.

Activities are varied and meaningful, supported by a well-resourced activity room and opportunities such as guitar lessons, where one person is thriving. Community involvement is strong, with trips, outings, and events like a summer fete. People are supported to pursue interests, develop skills, and plan holidays, including day trips and longer stays, with multidisciplinary teams enabling

opportunities for those with more complex needs.

The provider is at an early stage of implementing the Welsh Active Offer.



Care & Support

Good

People receive personalised care and support which helps them achieve their personal outcomes. We observed positive and respectful interactions between people, contributing to a supportive and inclusive environment. This is supported by thorough assessments, involving a range of professionals, to ensure people's needs are well understood and they can live comfortably together. Admission decisions focus on whether the provider can meet individual needs and support people to thrive, promoting positive outcomes for all.

We found support plans are personalised and focus on dignity, choice, consent, and independence. People are actively involved in setting and reviewing their goals, with detailed records reflecting their abilities. Some information was not always easy to find and improvements are planned. The provider uses their own i-Strive tool to help people track progress, celebrate achievements, and identify the support needed to reach their goals. We saw examples of flexible, person-centred support in practice. For instance, one person wishes to remain as independent as possible with their personal care. Staff respect this, and provide support at the person's pace, even when this takes additional time. Observations of care showed staff responding to people's needs, including making appropriate referrals where concerns were identified.

We observed the lunchtime experience to be calm but focused more on tasks than social interaction. There were opportunities to enhance the mealtime experience by improving and encouraging more engagement. Some background noise was noted from alarms and the television.

The provider promotes equality by recognising and valuing people's diverse needs, ensuring care reflects their identity, culture, and beliefs so they feel respected, included, and treated fairly. We saw evidence of staff working with a person and those important to them to support their faith and cultural needs, including same-gender care, specific dietary requirements, religious practices, and end-of-life care aligned with their beliefs.

A range of qualified nursing staff support people's mental and physical health needs. Training needs are identified and addressed, including specialist and trauma-informed care training. The provider also has access to a range of health professionals, such as occupational health, speech and language therapy, psychiatry, and psychology.

Medication systems are generally well organised and safe, with electronic records in place, although occasional signal issues affected reliability. Medicines were stored safely, with appropriate checks for controlled drugs. Some improvements are needed, including better access to equipment, updating record photographs, and reducing privacy and distraction risks in communal areas. A comprehensive medication policy supports safe practice, independence, and people's right to make choices about their care.

Information about safeguarding is clearly available. People told us they feel safe and know who to speak to if they have any concerns.





Environment

Good

People live in an environment which promotes their wellbeing. They enter their home through a bright, welcoming space leading to a peaceful outdoor area with a calming water feature. We saw people relaxing and enjoying the sunshine.

A range of indoor and outdoor spaces are available for socialising or spending time in private. These include comfortable seating areas and quieter spots, such as the spacious main landing where people can sit, enjoy natural light, and relax. Improvements to the décor and environment are ongoing, including the installation of air conditioning to maintain comfort in warmer areas.

Shared spaces are being further enhanced through a refurbishment programme. While the downstairs lounge is currently dated, plans are in place to redecorate, provide more comfortable seating, and the introduction of a media wall designed with input from people living at the service. People and care staff speak positively about these changes, with people actively involved in choosing décor, selecting new garden parasols, and contributing ideas for the smoking shelter, ensuring spaces reflect their preferences.

The environment is clean and well maintained. Artwork created by people is displayed throughout, adding a personal touch. Kitchens on each floor support independence, allowing people to prepare drinks and simple snacks where they are able. Bedrooms are spacious and personalised, and people can maintain privacy with their own keys.

Information about activities and menus is clearly displayed, and the service holds a food hygiene rating of 5. Menus offer a good variety of healthy and nutritious options, which people told us they enjoy.

Appropriate safety measures are in place, supported by an experienced on-site maintenance staff member who oversees maintenance and health and safety. They clearly take pride in the environment. The building is secure, with controlled access and visitor sign-in procedures. Personal Emergency Evacuation Plans (PEEPs) are in place to meet individual needs. We saw good infection control procedures with care staff wearing the appropriate personal protective equipment (PPE).

Outdoor areas are attractive, well maintained, and regularly used. People are able to move freely between the building and garden, where planting and features encourage time outdoors. Maintenance staff also shared creative plans for further improvements, including new approaches to cigarette disposal linked to resident-led initiatives.



People live in a home which is very well led, with strong and visible leadership which promotes a positive culture with clear focus on independence, growth and skills. People and care staff spoke about having high levels of confidence in how the service is run. They described a warm, open and inclusive environment, where they feel valued and respected.

Care staff told us managers are approachable and easy to speak to. They value the open-door policy and feel comfortable raising questions or concerns. We saw people and staff confidently approaching managers, and the Responsible Individual (RI) greeting everyone warmly by name. Staff consistently told us they feel listened to, supported, and appreciated by the leadership team.

We observed positive and respectful relationships throughout the service. One staff member told us, *"I love coming to work and feel part of a supportive team."* Another staff member said, *"Senior staff work alongside us and offer support and guidance, which helps maintain high standards."*

Care staff describe good teamwork, clear communication, and a shared commitment to providing kind and compassionate care. They also confirmed that leaders make efforts to engage all staff, including those working at night, and they have opportunities to share their views.

People benefit from consistently excellent outcomes, because they are supported by skilled and knowledgeable staff. We saw evidence of strong support for learning and development, including regular supervision, training and opportunities to progress in their careers. Care staff are encouraged to develop new skills or progress into more senior roles, including nursing. Training is well organised and relevant to people's needs. Care staff told us they feel confident in their roles because of the training and support they receive. One staff member told us *"I feel this helps me to provide safe and effective care"*.

People and care staff told us they feel involved in how the service develops. They said feedback is welcomed and acted on, and they feel confident raising concerns because they know they will be listened to and responded to. We saw examples of feedback being used to inform improvements, the most recent being the design of the main lounge area.

The provider has excellent systems in place to monitor quality and safety, and leaders show a clear understanding of how the service is performing, including areas for improvement.

People told us they feel safe living at the service. Staff understand safeguarding procedures and feel confident recognising and reporting concerns, with clear processes in place and appropriate managerial response. We saw safeguarding is approached in a person-centred way, supporting people to maintain choice and control while managing risks effectively.

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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