



## Hazelhurst Nursing Home



Sully Road, Penarth, CF64 2TP



02920704808

### Service Information:

Operated by:	HAZELHURST NURSING HOME (PENARTH) 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:	41
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

Good



Environment

Good



Leadership & Management

Good

## Summary:

Hazelhurst Care Home, situated in Penarth, provides care and support for up to 41 individuals with a range of nursing and personal care needs. At the previous inspection in August 2025, we issued a priority action notice because care and support was not consistently delivered in a way that protects people's safety and well-being. The responsible individual (RI) visits the home regularly and works alongside the manager, who is suitably registered with Social Care Wales (SCW). The provider took immediate steps to improve areas where performance fell below required standards.

People's wellbeing outcomes have improved. Individuals report feeling listened to and more involved in decisions relating to their care and support. Improvements to the dining experience have created a calmer and more positive social environment for people living at the home to enjoy. Care is delivered by a friendly and committed staff team. Care staff receive training to ensure they can meet people's needs effectively. People benefit from living in a good environment that is clean, safe, and well maintained. Infection prevention and control measures are in place and implemented appropriately, reducing the risk of cross-infection within the home. People are happy with the care they receive and speak positively about the improving service and the kindness of the care staff.

## Findings:



### Well-being

Good

People are protected from harm and abuse. The home has an up-to-date safeguarding policy, and care staff receive regular training on safeguarding adults at risk. Referrals are made to the Local Authority, and Care Inspectorate Wales (CIW) is notified of incidents within the required timescales. Care staff told us they are happy working at the service and feel well supported by the manager.

People are supported to have choice and control over their daily lives. The service provides a range of meaningful activities, and this area has improved with a full-time activities' coordinator available each day. During the inspection, we observed people to be content, engaged, and appropriately stimulated with activities that reflect people's personal interests and identified outcomes. Care staff were seen spending unhurried and meaningful time with individuals, demonstrating they have sufficient capacity to promote social interaction and emotional well-being. People told us they enjoy the activities on offer, including quizzes and celebrations of significant events. They reported that opportunities to take part in activities are available on most days.

People are supported to maintain their physical, mental and emotional well-being, and the care staff anticipate their needs. We saw improvement in care documentation which had been regularly reviewed and kept up to date with any changes. Personal plans are essential in ensuring people's well-being, they should clearly outline each person's holistic needs and specify the actions care staff take to promote positive outcomes. We saw personal plans contained the relevant information to guide care staff, including people's personal likes and dislikes, social interests, daily routines, and areas where support is required. This information helps care staff understand what matters to people and supports their overall well-being.

People receive good care and support from a friendly and approachable staff team. We were told there are sufficient nurses and care staff available to meet people's needs, with arrangements in place to cover any shortfalls. During our observation of the dining experience, we saw that people were provided with timely assistance, support and encouragement throughout mealtimes. Individuals appeared to enjoy a calm, social atmosphere while dining with others.

People live in an environment that is safe, clean, and generally well maintained. During the inspection, we observed improvements across the service and identified no hazards. There are clear arrangements in place to ensure equipment and facilities are routinely serviced, with all necessary safety checks completed as required. Fire safety is well managed, and Personal Emergency Evacuation Plans (PEEPs) are easily accessible.

People are supported to make choices and retain control over their daily routines. Where individuals lack capacity to make specific decisions about their care and support, appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place.



## Care & Support

Good

People told us they felt safe and well-protected living in the home. Records confirmed that care staff have completed safeguarding training. A safeguarding policy is in place, outlining staff roles and responsibilities in protecting adults from harm, abuse, and neglect. Care staff said they understood the importance of reporting any concerns, felt confident in raising issues with the manager, and reported feeling well supported.

People told us they experience warm and respectful interactions with care staff, who they feel genuinely understand their individual needs. One person commented, *“Everyone here is good. Care staff look after me well; I can’t fault any of them and there is more to do now during the day.”* People have opportunities to participate in activities that reflect their interests and preferences. We were told that careful consideration is also given to those who choose or need to spend time in their rooms. Care staff ensure that people who may be at risk of social isolation are included in engagement opportunities tailored to their wishes and abilities.

People have access to a range of health and other services to support their ongoing health and well-being. Care documentation shows timely referrals and contact with professional services such as opticians, dentists, and GPs. Personal care documentation has improved and now contains the required information, accurately reflecting the day-to-day needs, preferences, and wishes of individuals living at the home. These improvements ensure that personal plans clearly outline people’s needs and choices and the ways in which these should be met. During the inspection, we observed care staff following the guidance set out in the personal plans. Written care entries were accurate and aligned with documented assessments and instructions.

Systems are in place to protect people who use the service. During the inspection, people’s body language and expressions indicated they felt safe and at ease with the care staff who supported them. Care staff were observed engaging with individuals in a friendly, respectful manner and demonstrated good knowledge of people’s needs, preferences, and how best to respond to them. We saw care staff taking time to sit with people and provide appropriate support. This was particularly evident during mealtimes, which, while busy, were managed effectively with good oversight. People appeared to enjoy the meals provided, and the environment was calm and sociable, with individuals choosing to spend time together chatting. We observed drinks and snacks were also offered consistently throughout the day.



## Environment

Good

People are supported in a clean, comfortable, and homely environment where ongoing improvements are evident. Bedrooms are personalised with items and belongings of each person's choice. The home provides several small communal areas, along with a pleasant dining space for people to enjoy their meals. Consideration has been given to ensuring good access and mobility throughout the premises, enabling people with additional physical needs to move freely and choose where to sit. During our visit we observed the dining room was calm and welcoming, with new bright tablecloths, menus available, and appropriate condiments on tables with people enjoying the meals provided.

People can be assured they are living in a safe environment. On arrival, we found the main entrance secure, and care staff requested that we sign the visitors' book and complete identification checks before entry, ensuring only authorised individuals are permitted onsite. Our tour of the home showed that improvements have been made in several areas. Cleaning products and personal items were safely stored, reducing the risk of accidental ingestion. We saw regular environmental audits are carried out to identify issues and maintain safety, and the manager told us these checks are completed throughout the day.

Service equipment, including hoists and lifts, are tested and checked as required ensuring they remain safe and fit for use. Visitors were seen entering and leaving the home throughout the day, and we were told people enjoy spending time outdoors during warmer weather in the pleasant garden areas. The Food Standards Agency (FSA) has awarded the service a food hygiene rating of four (good).

People are safe, a current fire risk assessment is in place, and Personal Emergency Evacuation Plans (PEEPs) outline how individuals would be supported to evacuate safely in an emergency. Maintenance records confirm that all legally required safety checks of the building and equipment are completed.

People can be confident that effective arrangements are in place to protect public safety and minimise the risk of cross-infection. We found cleaning schedules and hygiene standards throughout the environment to be good. Care staff have access to appropriate personal protective equipment (PPE) and understand its correct use and disposal. They receive infection prevention and control training and recognise its importance. Effective oversight ensures care staff consistently follow current infection control guidance.



## Leadership & Management

Good

People can be confident management monitors and evaluates the quality and safety of the service. Effective systems and processes support the smooth running of the home. Management actively oversee incidents, accidents and any issues regarding the daily running of the service. The manager who is suitably qualified, registered and has extensive experience within the home, provides consistent leadership and governance, supported by internal audits to monitor standards and practice. Since the last inspection, the manager has strengthened its quality assurance systems by introducing further audits covering, care planning, environment and other areas. We looked at some key policies and saw they are up to date and reviewed. Policies and procedures are accessible to staff and provide guidance and information to support them in their roles.

People are protected from harm as the service ensures nurses and care staff receive appropriate training relevant to their roles. We were informed that all care staff have recently completed training in nutrition and hydration and saw the majority of training up to date or with training dates arranged. We were told the deputy manager post remains vacant, and one qualified nurse is currently allocated to each 12-hour shift. The manager should regularly review the number of nurses and care staff to ensure the number of staff allocated appropriately reflects the complexity and dependency needs of the people living in the service. The RI told us that this issue is currently being addressed and that plans are in progress to recruit a second nurse for each day shift.

Staff meetings are held regularly for management, nursing and care staff. The manager is visible within the service and described by staff as “*supportive*” and “*always available to help.*” The RI regularly visits the service regularly and meets with people and care staff. We viewed the most recent three-monthly quality monitoring report dated 9 January 2026 which highlighted the challenges in staff recruitment at this time. The report showed that people’s feedback was positive and complimentary about the service they received.

People have opportunities to express their views and raise a concern. The complaints policy clearly explains how to raise any concerns. Since the last visit, outcomes for people have improved significantly. The service acted promptly on the findings, taking immediate steps to strengthen its systems and procedures.

## 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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