



## Inspection Report on

**Lewis Martin Court**

**Unit 3 Lewis Martin Court  
Clos Parc Morgannwg  
Cardiff  
CF11 8AW**

## **Date Inspection Completed**

12/02/2025

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## About Lewis Martin Court

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Salutem LD BidCo IV Limited
Registered places	17
Language of the service	English
Previous Care Inspectorate Wales inspection	21 November 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

### Summary

People and children are happy living at Lewis Martin Court. They enjoy good working relationships with nurses, care workers and the wider workforce. The service encourages people to live the best life they possibly can and participate in activities of their choice. People have amazing experiences, unique to them at times, as the service goes above and beyond to deliver this. Clinical and personal care are of a high standard, with people remaining as healthy and active as possible. Documentation around care and support is of a good standard. The manager, clinical lead, nurses and care workers are passionate about delivering good quality care.

The provider is supporting the management including a registered manager and clinical lead, to further improve communication in the service. Organisational systems are followed to help run the service smoothly. Nurses, care workers and the wider team are recruited using safe procedures. They receive good induction and have opportunities to learn and develop. All staff receive appropriate supervision. Increased monitoring is needed to ensure all members of the staff team consistently follow good practice, and the manager is arranging this.

The provider has a responsible individual (RI) who considers, and takes action to improve, the quality of care delivered. Audits and quality assurance systems are used to good effect. The provider is highly professional in their approach when dealing with concerns. They provide a suitably safe and appropriate environment.

## Well-being

People, children or their families know what to expect from the service and are helped to understand information related to their care and support. The provider has relevant documents to inform people what to expect from the service. This includes details on how to raise concerns if they are not satisfied with the service. A comprehensive assessment allows people and children to inform the service how they would like their care delivered but this also gives the service further opportunity to clarify how the service will be provided. This includes the offer of receiving the service in Welsh if this is a person's preference. Staff can access comprehensive personal plans, and they know people and children very well. This enables them to understand subtle body movements and gestures which helps them identify if a person is happy, in pain, or requires something else. Staff advocate for people and children, informing managers or health and social care professionals about their needs and care requirements. Most staff can communicate effectively with the people they care for, adapting the presentation of information depending on the person and their needs. There is good communication with families. People, children or their representatives are involved in regular personal plan reviews.

The provider takes steps to keep people safe from harm. There are good recruitment processes to ensure staff working at the service are checked to see if they are fit to work with people and children. The service provides staff with training suitable for their role. Nursing staff are led by an experienced clinical lead who oversees the nursing care and medication. The building, equipment and services such as gas and electricity are maintained, checked and tested. Safe staffing levels are provided and there is a regular staff team who work at the service, reducing the need for agency workers. The organisation listens to people and investigates any concerns, taking action if this is required to improve people's safety. Infection control measures are in place.

The service makes every effort to support people to be as healthy and as happy as they can be. People and children have good access to health professionals, the service nursing staff and appropriate medication to help manage their health needs. They also have assistance to attend routine appointments to help maintain health. The attention to detail around people's personal care and support gives good outcomes for people, including such areas as their skin integrity and diet. Carefully planned nutritional meals supports people's health. The service excels in supporting people who need some complex health care to follow their dreams and take part in social activities and special events of their choice.

## Care and Support

People and children are mostly treated with dignity and respect, and are helped to achieve good outcomes. We observed some very kind and caring interactions between the staff and people or children they care for. We saw people and children are relaxed and comfortable in front of staff, with lots of smiling faces and excited body movements when staff engage with them. We saw times when care workers do not inform people or children of the tasks they are about to undertake, such as moving their wheelchair. The manager is addressing this. Most people who can communicate indicated they liked the nursing and care staff, and everyone liked the manager, with one person telling us “*They are approachable.*

*Sometimes they are busy, but they get back to you.*” The service makes every effort to find out about the people or children they care for. They identify what people really want to do or achieve. The service goes above and beyond to make things happen to help people fulfil their wishes. We were told about such activities and saw photo diaries of people enjoying some wonderful events from theatre trips to ice skating, and trampolining.

The service ensures people and children have access to health professionals to support their unique needs. Most people have a team of health professionals who work with the service to ensure the best possible outcomes based on clinical considerations. Nurses within the service monitor people and children, undertake medication administration and manage clinical needs within their capabilities. When people or children find it difficult to represent themselves, such as in clinical decision-making meetings, the service ensures they are represented by appropriate advocates who will be their voice. The service keeps good documentation around this. Personal plans are highly organised and have clear information around professionals involved in the person’s care, and the level of nursing care to be delivered. People and children are helped to attend appointments, including routine dental or optician appointments. The clinical lead told us the service has been complimented by health professionals for the outstanding approach the staff have taken when supporting people, helping to improve their health when this is not believed possible.

People and children can mostly choose how they would like their care and support provided. People, children or their representatives tell the service how best to provide care and support. This is documented in personal plans and followed by nurses and care workers. Details around food preferences, sleeping times and other matters support the staff team to know people well. There is a real positive start to all plans as this focuses on what people like about the person or child, highlighting their strengths. Every effort is made to encourage people to remain as independent as possible and to maximise the opportunities open to them. People and children are well presented, and we saw documents to show personal care and showering take place regularly.

The service has made improvement to provide meals which are highly individualised, with many people requiring specialised and complex diets. The chef is knowledgeable, and passionate about providing appropriate nutritious meals. Some people living in the home have preferences on who is to deliver their care and when, and the service tries to accommodate these preferences.

## Environment

People and children enjoy living in a home which promotes their independence and socialisation opportunities. People, who are able, can move around the buildings and go into the community freely, if safe to do so. People were excited to show us their rooms and we found these to be highly personalised. Communal areas offer space to gather with others to relax, join in social activities and cook in adapted kitchens. Some people enjoy soft mattresses or giant bean bags in one lounge, enabling them to stretch out, enjoying time out of their wheelchair. A central courtyard provides opportunities for people to have time outdoors, effectively being used for events to which families are invited. Some people appreciate the local city football club or shopping facilities in the nearby retail park, and access these with support. A minibuss allows people to go places further afield, and some people have their own vehicle for this purpose. The provider has systems in place to allow everyone to provide feedback on how the service can improve. Managers and staff would like the provider to consider enhancing the environment to provide facilities which people are finding it difficult to access in the community. The provider is considering these suggestions.

The provider has systems in place to maintain a safe and attractive environment. All testing of the environment and equipment are completed, including services such as gas and electricity. Risk assessments are in place to consider how the provider can mitigate risks around, for example, fire. Staff have regular fire drills to support reduction of the risks. There is a continual programme of refurbishment and decoration. This is a challenge at times due to unavoidable marks and scrapes created as some people move freely around the home in motorised wheelchairs. The provider makes improvements to the environment to keep people safe from harm.

The service is mostly clean, and the provider has procedures in place to prevent the spread of infection. We saw care workers wearing personal protective equipment (PPE), including gloves, for tasks where this is appropriate. There is sufficient stock of PPE which is easily accessible. People are supported to keep their rooms clean and tidy by their care and support workers, but the quality of this appears to depend on the care worker supporting at the time. Other areas of the home are cleaned and kept as fresh as possible.

## Leadership and Management

The provider has oversight of the quality of care through organisational arrangement and the responsible individual (RI). Systems of monitoring and support are in place through the wider organisation. The provider has an extremely professional approach when considering the quality of care and any issues within the organisation, often sourcing quality assurance or investigation services from outside the organisation to give assurances. The provider ensures policies and procedures are available. They provide a 'statement of purpose' and 'service user guide' to inform people what to expect from the service. These are available in different formats including an easy read version. The RI visits the service, is known to care workers and people and produce required reports. They monitor the service and keep good lines of communication open with the regulator to inform them of events and concerns. They are responsive to any improvements required and take action to schedule and complete this.

A passionate manager oversees the day-to-day operation of the service supported by an effective clinical lead. Organisational systems are used to help monitor and maintain the operation of the service. The manager supports a model of care which focuses on the social well-being, where people and children are encouraged to take part in things they enjoy. The clinical lead, while considering people and children's social wishes, ensures the nursing needs are risk assessed and met. Communication and systems of work have improved but are still being developed further for better cohesion within the staff team. There has been changes within the staff team but there is a core of stable staff to provide continuity of care.

The service has suitable recruitment, training and supervision of staff in place. Good employment procedures are followed to ensure all staff are fit to work with people and children. Nurses have suitable training and clinical supervision. Care workers have relevant training for their role. Care and support workers told us they have a "*Good induction*," to the service and "*Plenty of training*." Care workers are supported to develop their skills and knowledge levels, with some progressing to follow a career in nursing. The manager is working to improve the consistency of approach within the care workforce as some care workers are exceptional, while we found others need reminding to follow good practices. All nurses and care workers we spoke with are knowledgeable and compassionate.



Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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