



Quarry Hall Care Home



QUARRY HALL CARE HOME, NEWPORT ROAD ST. MELLONS, CARDIFF,
CF3 5TW



02920791291



<https://www.hc-one.co.uk>

Date(s) of inspection visit(s): The inspection visits for this service took place between
22/09/2025 and 29/09/2025

Service Information:

Operated by:	HC One Limited
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 mental health
Registered places:	85
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Requires Improvement



Environment

Good



Leadership & Management

Good

Summary:

Quarry Hall is in the residential area of St Mellons, just outside Cardiff, and is close to local shops and restaurants. The service provides nursing and residential care for up to 85 people. Overall, people's well-being is promoted because staff treat them with dignity, offer meaningful choices, and tailor care to people's individual needs. The service promotes inclusion and actively encourages people to participate in daily decisions. However, the availability and frequency of activities require improvement to ensure everyone benefits from regular engagement. Care and support require further improvement, as personal plans are not always updated to reflect changes in people's health and care needs. These gaps can impact people's dignity, comfort, and health; however, the provider is taking action to address them. Quarry Hall provides a safe, welcoming, and well-maintained environment that supports people's comfort, independence, and social well-being. People experience positive outcomes due to strong governance, an effective management team, and a dedicated, well-trained staff team. Although audits are in place, the service needs to strengthen them to better identify patterns and trends and to ensure actions lead to improvement.

Findings:



Well-being

Good

The service actively supports people's communication needs by recognising and accommodating Welsh language and cultural preferences. Although no current individuals use Welsh, two fluent Welsh-speaking staff are available. Staff are encouraged to complete Welsh awareness training, and Welsh culture is celebrated through key events at the service. The diverse, multilingual workforce ensures that everyone feels included and understood.

Staff treat people with dignity, promote choice, and support autonomy. Before admission, staff consult with each person to understand their views and preferences, ensuring support is tailored from the outset. A few people living at the service act as well-being volunteers, welcoming new arrivals, helping them settle in, and sharing experiences. We observed positive, meaningful interactions, with care staff offering choices and supporting decisions. People benefit from care delivered by nurses and care staff who know them well, helping them feel valued and secure. People told us they are actively involved in decisions about their daily lives and how they spend their time. One person said, *"I am always given choice and respect."* The manager will ensure everyone can contribute to person-centred reviews and have their voice heard. The residents' committee provides a platform for sharing views and suggesting improvements. People described staff as *"wonderful"* and said, *"They always do the best for me."* The service offers a varied programme of meaningful activities and events that people enjoy and look forward to, supporting their social and emotional well-being. The service provides a vehicle for outings, giving people valuable social opportunities, but these outings are currently infrequent, limiting access to community experiences. People cared for in bed have fewer opportunities for organised activities. The service is actively recruiting activity coordinators to improve access and ensure everyone benefits equally from meaningful engagement. People can maintain regular contact with family and friends, as there are no restrictions on visiting. Relatives report that they feel welcome at the service.

On balance, people are protected from abuse and neglect. Staff report and address safety events promptly, with the manager maintaining strong oversight and conducting thorough investigations. We observed call bells within reach, and people confirmed that care staff respond quickly when needed. Personal plans guide staff in delivering care. However, some personal plans do not reflect recent changes in health or care needs, which can result in inappropriate care being provided. We identified inconsistencies in care documentation and instances where support was not delivered in line with people's personal outcomes. The service provider is aware of these issues and is taking

steps to address them. People generally have good access to health care professionals, although a few delays were noted. Medication is well managed and regularly audited. Consistent staffing has removed the need for agency workers, ensuring valued continuity of care. Staff know people well, are attentive, and work together as a cohesive team to achieve positive outcomes.

The environment supports people's well-being. Regular checks and maintenance ensure the service, and its facilities remain safe, with redecoration planned for some areas. Most bedrooms are personalised, although some would benefit from further personalisation. Housekeeping staff follow cleaning schedules to maintain a clean and tidy environment. Specialist equipment is available and regularly serviced to ensure safe use. Communal areas, including lounges and corridors, are comfortably furnished, well decorated, and homely. People can freely access all areas of the home, with or without assistance, promoting independence and choice.



Care & Support

Requires Improvement

Care staff deliver support with respect and dignity. Observations show meaningful interactions, including friendly conversations, laughter, and encouragement. Staff remain attentive to individual needs, respond promptly to call bells, and assist with daily activities. People describe care staff as “*great, caring, lovely and polite.*” This commitment to good practice creates a warm, inclusive, and supportive environment where everyone feels valued and safe.

Prior to admission, staff complete a pre-admission assessment to ensure the service is suitable for the individual’s needs. After this, a personal plan is developed in collaboration with the person and, where appropriate, their representatives. Our review of selected personal plans shows they are person-centred, support independence, and clearly outline required support and preferences. Risks are identified and managed with appropriate measures. Work is ongoing to add detailed profiles of people’s life history, hobbies, and interests, to help care staff understand each person better. Although staff review personal plans every month, there is little evidence of regular involvement from people or their representatives in these reviews. Some key changes in health and care needs are not always reflected in personal plans, despite regular reviews, a recurring issue since the last inspection. This is a missed opportunity to ensure care remains reliable and responsive. To improve outcomes, staff should update personal plans promptly to reflect any changes in health or care needs, ensuring they align with each person’s desired outcomes. The provider recognises these issues and is taking steps to address them.

Recent survey results and RI visit reports show that people and their relatives consistently rate the care and support as good. Records indicate that most individuals regularly receive care that meets their personal outcomes. However, gaps remain in areas such as nail care and the frequency of showers and baths for some people, which can directly affect dignity, comfort, and health. Our review of daily care records and supplementary charts found inconsistencies in completion, making it difficult to ensure everyone consistently receives the right care at the right time. This issue has not been resolved since the previous inspection. To improve outcomes, staff must deliver care in line with personal plans and document it accurately. The provider recognises these concerns and is taking steps to address them.

The dining experience at Quarry Hall is mixed. While the environment encourages social interaction, those who prefer privacy can dine in their rooms. Meals are tailored to diverse dietary needs and changing preferences, with modified diets presented attractively to support nutrition. Care staff engage positively with people, but support at mealtimes is inconsistent. As a result, some individuals do not receive the assistance they require, which can impact their dining

experience and overall outcomes. This inconsistency does not always align with personal plans or required support, and in some cases can lead to unintended weight loss. Referrals to the dietetic team are sometimes delayed for those at risk, and fortified snacks and fluids between meals are not always offered or recorded, potentially affecting health and well-being. These issues remain unresolved since the last inspection. To improve outcomes, support at mealtimes must be reliable and accurately documented. The provider is aware of these concerns and is taking steps to address them.

Most people receive their medication as prescribed, supported by effective medicines management and a comprehensive medication policy. All nurses and senior staff are trained and assessed in medication administration, and management regularly audits practice to address any discrepancies. Medication administration records (MAR'S) are accurate, complete, and closely monitored, helping to safeguard people's health and comfort. However, communication between nurses and care staff should be improved when medication is required prior to personal care, to support people's comfort and dignity. Most people benefit from timely access to health professionals, ensuring their specialist needs are met. There are strong links with the General Practitioner, who visits regularly to provide medical advice and intervention.

The service provider has robust safeguarding processes. Staff receive regular training and understand how to raise concerns. People and their relatives know how to report issues and are confident these will be addressed. Safeguarding practice is supported by a comprehensive policy, with referrals made to the safeguarding team and notifications submitted to Care Inspectorate Wales (CIW) as required. Deprivation of Liberty Safeguards (DoLS) authorisations are requested from the local authority when necessary. People told us they feel safe at the service and appeared relaxed and content.



Environment

Good

Quarry Hall offers a spacious, well-organised home in St Mellons, near Cardiff, with convenient access to local shops and amenities. Communal areas promote social interaction and connection, while quiet spaces provide privacy and opportunities for reflection. Bedrooms offer privacy and most are personalised to foster a sense of belonging, though some could benefit from further personalisation. Enhancing the appearance of communal bathrooms would further improve comfort and dignity. People spoke positively about the bar, cinema room, hairdressing salon, and large events room, which support meaningful engagement. Secure, accessible outdoor spaces and an adapted vehicle enable people to spend time outside and participate in community life. Dining rooms are welcoming and uphold high standards of food hygiene, contributing to a positive mealtime experience.

People feel safe and respected, supported by robust security measures such as a visitor signing-in book and discreet CCTV that upholds privacy and dignity. The maintenance team responds quickly to any issues identified, ensuring the environment remains safe, hazard-free, and well maintained. The service is planning some redecoration in some areas. Hazardous substances are securely stored and risk assessed, and care staff are trained in fire and health and safety. Each person has a personal emergency evacuation plan (PEEP), ensuring staff understand the support required in an emergency.

People experience a clean, odour-free environment with effective infection prevention and control measures in place. Management regularly audits standards, and staff follow a robust cleaning schedule. Housekeeping staff take pride in maintaining a tidy home, and all staff have access to personal protective equipment (PPE) and relevant training. Clinical waste is disposed of safely as required to protect everyone's health and well-being.



Leadership & Management

Good

At this time of the inspection, there is a newly appointed Responsible Individual (RI) in place who is in the process of registration with (CIW).

Since the last inspection, changes in deputyship have had a highly positive impact on the service. The management team works collaboratively and remains committed to achieving the best possible outcomes for people. We observed effective and consistent communication within the management team. Oversight has significantly improved, with all levels of management attending regular meetings and deputies maintaining a strong, visible presence throughout the service. Nurses and care staff describe management as *“always available, supportive and approachable.”* People and their relatives reported that they feel well informed and consistently find the management team helpful.

The service demonstrates strong governance and oversight. The Responsible Individual (RI) visits regularly, engages with staff, people, and their representatives, and consistently records positive feedback about the quality of care provided. Every six months, the RI thoroughly evaluates the quality and safety of the service and produces a detailed report. This process includes sampling records, speaking directly with people living, visiting, and working at the service, and taking prompt action to address any issues identified. The manager feels well supported by the provider and senior management, with easy access to advice and guidance. Since the last inspection, the service has enhanced its quality assurance systems by introducing comprehensive audits across safeguarding, incidents, call bells, care planning, and other areas. These audits have strengthened oversight; however, some patterns and trends identified during inspection were either overlooked or, when recognised by the provider, not sufficiently addressed. This remains a missed opportunity for further improvement, but the provider is committed to further strengthening and embedding the audit systems.

The service protects people from harm by following robust recruitment procedures and ensuring care staff are well trained. Comprehensive pre-employment and vetting checks are completed before new staff start work. A dedicated training suite supports effective induction, with nurses and care staff shadowing experienced colleagues to prepare for their roles. Staff benefit from a blend of online and face-to-face learning tailored to people’s needs, with regular refresher training available. Some care staff receive advanced training in areas such as hair care, nail care, and dining with dignity, becoming champions; however, improved oversight is needed to ensure best practice in these areas. The service identifies staff with potential and provides enhanced training, enabling

progression to senior and nurse assistant roles and supporting individual development. Staff feel valued and recognised for their efforts, and they praise the service provider for monetary incentives that reward dedication and hard work. Regular, meaningful supervision is provided, and staff appreciate the manager's and deputies' availability and guidance. Nursing staff are registered with the Nursing and Midwifery Council (NMC), and care staff with Social Care Wales (SCW).

People receive care from a dedicated team who understand their individual needs and preferences. The service regularly reviews people's needs to ensure staffing levels remain appropriate and responsive. Care staff report that, although busy, the team is well resourced to meet everyone's health and care needs. Nurses and care staff demonstrate a strong understanding of each person's preferences and routines, building meaningful relationships based on confidence and trust. Staff feel recognised and understood in their roles, which boosts morale and significantly reduces turnover. As a result, the service has maintained a stable workforce with no recent agency use, ensuring reliable and consistent care that people value and respect.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People do not always receive the care and support outlined in their personal plans, which can compromise people's safety, well-being and right to person-centred care.	30/05/24
Key care records about people's health and care needs are not always accurate or up to date. This can lead to incorrect or insufficient information, placing people at increased risk of unsafe or inappropriate care	30/05/24
The service provider must ensure that internal audits are robust and effective in identifying patterns and trends, enabling timely actions to improve.	30/05/24

CIW has not issued any Priority action notices following this inspection.

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