



## Inspection Report on

**Manor Lodge**

**147 Stow Hill  
Newport  
NP20 4FZ**

## **Date Inspection Completed**

12/10/2023

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## About Manor Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish Group Specialist Care Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">[26 January 2022]</a>
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People speak positively about the care and support they receive at Manor Lodge. Care staff work hard to promote people's independence and rehabilitation. The service has recently supported someone's rehabilitation to an extent that has enabled them to move home to their partner. Care staff are enthusiastic about their roles and the successes of people meeting their wellbeing goals.

The environment is suited to meet the needs of people living in the service. There is ample communal space and a homely feel which encourages people to play an active role in the home. There is some wear and tear in the service, however there are clear processes and procedures for managing the maintenance and upkeep of the service. The manager ensures that health and safety processes are followed. A previous area for improvement in health and safety processes has been successfully addressed by the manger and care staff.

There are robust processes in place ensuring oversight and governance of the service. There is a clear culture of lessons learnt, and policies, processes, and procedures are updated as needed to ensure this. Care staff speak highly of the service and their roles.

## Well-being

People speak positively about the care and support they receive. Information about their service is available in a way that suits their needs. The Service User Guide (SUG) is clear and accessible. The SUG outlines what people should expect from their care and support as well as the policies and procedures in place to safeguard and support them to raise concerns. Care staff demonstrate skill and enthusiasm when interacting with people. The rapport between people and their care staff is warm, friendly, and respectful. We saw people enjoying each other's company, laughing, and joking together.

People's physical, mental, and emotional well-being is considered and supported by the service. We saw reassurance and praise given to people throughout our inspection. People's personal plans provide clear guidance to staff on how to do this in a way that meets people's preferences. The service has posters in place with Welsh language phrases and greetings to encourage people to communicate through the Welsh language. The manager is working to ensure that the care staff are able to maximise their skills and is looking to organise Welsh language training with Social Care Wales (SCW) the work force regulator.

Activities are plentiful in the home and have good variety. The service is keen to draw on outside agencies to increase the variety of activities available in the service. People engage in arts and crafts, games, movies, and other physical activities. Care staff are skilled at supporting people to engage in everyday household activities to encourage rehabilitation and independence skills. The environment is open and accessible to encourage the use of Active Support. The service has sourced opportunities for people to gain valued social roles, such as supporting the quality audits for the service. Choices are offered frequently by care staff to maximise the amount of choice and control people have in their day-to-day lives. People told us they "*couldn't ask for better staff.*" People told us that care and support is provided when needed, and they are happy to be given time to themselves also. People speak highly of the service and care staff. People are encouraged to maintain relationships and visits are supported and assisted if needed. People's families and representatives speak highly of the service, and the care and support provided. The service has clear policies and procedures in place to safeguard people and people are protected from abuse and harm

## Care and Support

People benefit from the care and support they receive. The service aims to support people to regain skills and abilities and has recently enabled a person to move back to their family home.. Care staff speak positively about this and other achievements made by people in the service. Personal plans are clear and informative, with focus on setting and working towards wellbeing outcomes. There is ongoing and impactful reviewing of personal plans, and care processes. The manager ensures there is learning from accidents and incidents and applies this in the review process to ensure people's needs continue to be met. The service seeks feedback from people about their care and support, however there is little evidence of people contributing to the review of their personal plans. We discussed this with the manager and responsible individual (RI) who have given assurances that they will update their procedures to enable this.

People are supported with their physical, mental, and emotional wellbeing. There is clear guidance in personal plans to support care staff to do this in a person centred and consistent manner. People told us the care staff are "*lovely and kind.*" People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. The service ensures people have the opportunity to discuss and understand decisions that impact their lives. The service has a robust medication policy. There are clear procedures in place to support the safe handling of medicines within the service. The service ensures it considers people's capacity to manage their medication, and where it is believed that people require support to manage these processes safely, consent is sought and evidenced. The manager implements an auditing process to ensure medication is managed effectively and safely.

People are involved in preparing their own meals. Drinks are readily available for all, and the kitchen is freely accessible to encourage people to actively participate in planning, preparing, and cooking their meals. The service promotes hygienic practices and effectively manages infection and control procedures, there is a 5 star rating (excellent) with the Food Standards Agency (FSA). People progress with their wellbeing outcomes, building skills for independence within the home. Care notes consider the persons mood, activity, and wellbeing as well as tasks undertaken, demonstrating a focus on quality of life.

## Environment

The service is bright and airy with ample communal and private spaces to meet the needs of people living there. There is a comfortable lounge leading out to decking and a lower garden. There is an external lift to support people to the lower garden area, however this is undergoing maintenance. The manager told us about plans to pave areas of the lower garden to increase accessibility for people who use wheelchairs. The garden is well maintained and there is seating for people to spend time outdoors as well as designated areas for smoking. The service is planning to turn the shed into a gym to provide more activities as well as living space within the service.

There is a spacious dining area with plenty of seating for communal eating if people choose. People's artwork is displayed around the home, and people are working on a family tree project in dining area to decorate the space. There is some wear and tear to the building through frequent use, but there is a plan in place to decorate and renovate areas within the home. The manager told us about plans to update the kitchen to support people to use it as independently as possible. The kitchen is open and accessible and people have space to store their own items and prepare their chosen meals. The service has a five star (excellent) rating with the Food Standards Agency (FSA). There are examples of Welsh phrases and signage around the home to encourage everyday Welsh to be used. Orientation and display boards are in date and contain helpful information for people and their care staff.

People's bedrooms are clearly personalised and spacious. People are involved in maintaining and decorating their rooms. We saw people's photographs around the home, including photographs of people who have since moved out, as a reminder to people who still remember them. The service ensures people's health and safety is maintained, we saw all safety certificates and checks were in date and carried out consistently. Where issues are identified, the manager takes action to address these. There are clear areas for storage and equipment is well maintained. The service has recently redesigned space in order to provide space for staff to meet and train, as well as a staff room for care staff to relax and take a break during their working hours.

## Leadership and Management

People benefit from the leadership and management in the service. There are adequate governance arrangements in place to support the smooth running of the service, and the manager is supported by the RI. There are enough care staff on duty to support people effectively; care staff speak highly of their roles and the service. There is a positive working environment at the service.

Care staff are suitably recruited, trained, and supported to carry out their roles and responsibilities. The service follows safe practices for recruitment and supports care staff to register with SCW. We found that all recruitment checks had been carried out in line with the regulations. Care staff have good opportunities for learning and development and speak positively about their opportunities to develop. Care staff are routinely supported to complete qualifications in health and social care, and the manager is seeking further opportunities to support the team to develop. Care staff are due to sign up to a Welsh language course with SCW to increase the service provision for the Active Offer of the Welsh Language. Care staff receive regular support and supervision sessions with their manager. This enables them to discuss their roles, any areas of identified need, as well as opportunities for progression and development. Team meetings take place regularly to inform care staff of service delivery, and to discuss any concerns.

There is good oversight and analysis across the service. The RI completes regulatory visits and considers the feedback of people and care staff to measure the quality of care and support delivery. There is clear analysis of patterns and trends, and action is taken following incidents or accidents to ensure lessons are learnt. The services policies and procedures are in date and in line with current legislation. The Statement of Purpose (SoP) provides a clear description of the service and what people can expect, however, in some areas it notes approaches used in England, and needs to be updated for Wales. There is no current impact to people in the service as a result of this, and we look forward to reading the updated SoP.

### 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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
57	COVID pandemic protocols for visitors not followed, inspector not asked for evidence of a lateral flow test or to sign in to the visitors book. Damaged items such as an old fridge, metal strips and loose light bulbs had been disposed of in the rear garden. These are a health and safety risk and require removal from the premises	Achieved

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