



Inspection Report on

Caseys Lodge

**Caseys Lodge
Twyn Carmel
Merthyr Tydfil
CF48 1PF**

Date Inspection Completed

11/10/2023

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About Caseys Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Care 4 U (Neath) Limited
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	11th October 2022
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 living at Casey's Lodge experience high quality care and support. There is an experienced team of care workers who respond to people's needs in a dignified and respectful manner. Care workers know people well and understand how to support them. Details of the care and support people require is clearly documented in their personal plans. This information is reviewed regularly to ensure it remains current. People are offered choice and are supported to do the things they enjoy. People's relatives and other professionals say the service "*goes above and beyond*" with regards to meeting people's needs.

Care workers are happy working at the service and report team morale as being "*excellent*". Care workers are supported in their roles and trained to meet the needs of the people they support. The environment is clean, comfortable, and adapted to allow easy access. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly.

Well-being

People's overall well-being is promoted by a service which provides first class care and support. Personal plans are clear and concise providing care workers with an understanding of how care and support should be provided. Relationships with family and friends are promoted. People are able to access their community, participate in activities of their choosing and go on holidays. The service provides excellent continuity of care. It achieves this by its ability to retain staff. Most of the care workers have worked at the service for a number of years. They know the people they support well and are familiar with their needs and routines.

People are protected from harm and abuse. Care workers we spoke with are aware of the process for raising concerns and have access to the safeguarding and whistleblowing policies. Care workers are trained to understand safeguarding procedures and how to spot the signs of neglect and abuse. Concerns and safeguarding matters are monitored by the management team. Care workers are subject to a thorough recruitment process to ensure they are suitable to work with vulnerable people.

People's physical, mental health and emotional well-being is promoted. Medication management arrangements are appropriate. Medication is securely stored, and people receive their medication as prescribed. People are supported to attend routine appointments. The experienced team of care workers can quickly recognise changes in people's physical or mental health and report to the relevant professional for advice.

A homely environment supports people's well-being. Standards of cleanliness and hygiene are good. Décor and furnishings are suitable throughout. Specialist equipment is available for those who require it. People can personalise their rooms to their preference. Communal areas are clutter free and easy to access. A rolling programme of maintenance and repair ensures the environment is safe.

Care and Support

People living at the home told us they are very happy there. People, their relatives and other professionals describe the service as excellent. One person said, *It's brilliant here. The staff are excellent and very patient*". We spoke with a psychologist who works with some of the people living at the home, they said, *"I would always recommend Casey's Lodge, they go over and above to meet people's needs"*. People's relatives told us communication with the service is excellent. One said, *"The staff and manager are good as gold, they're always willing to listen"*. We saw care workers engaging people in meaningful conversations. The service feels more like a family home. From our observations it was clear there is a genuine good rapport between people and the care team at Casey's Lodge.

Care plans are detailed, person centred and reflective of people's needs. They clearly describe the level of care and support people require as well as highlighting any risks to people's health and safety. We saw specialist plans in place for those who require support from the wider multi-disciplinary team. People and their representatives are involved in the care planning process and participate in regular care plan reviews. As well as care plan reviews people's well-being outcomes are also reviewed, and we saw people are consulted on the care and support they receive on a monthly basis.

The service supports people to live lives of their choosing and to maintain relationships with family and friends. On the day of our inspection, we saw people being supported to participate in activities they enjoy. People told us their families and friends can visit when they choose. We were told one person living at the service with very complex health needs was recently supported to go on holiday with their wife.

The service considers people's health and well-being. Evidence viewed in personal plans shows people have access to health professionals when they need it and are supported to attend routine health appointments. Care workers are familiar with people's presentation and can spot the signs of ill health and refer to the relevant professional for advice and support. People's overall health is monitored, with care workers completing documentation such as nutrition and personal hygiene charts on a daily basis. Care workers also complete daily recordings. We saw daily records are accurate and up to date giving a detailed account of care and support provided. Support is available for people with medication needs. There are robust medication management arrangements in place. Care workers receive medication training and medication is securely stored in line with best practice guidance. We examined a number of medication administration records and found people receive their medication as directed.

Environment

People receive care and support in an environment which is adapted to suit their needs. The home is set over three floors with storage and office space occupying the third floor. The second floor houses several bedrooms and there is lift access for those with mobility needs. People's bedrooms are personalised to their preference and have ensuite bathing facilities as well as specialist moving and handling equipment such as hoists for those who require it. Communal areas are well presented, clean and comfortable. There is a dedicated games room people can access for enjoyment. A large well-maintained garden to the rear of the building provides a safe space where people can relax or participate in activities. People are protected from unauthorised access with visitors having to sign in on arrival and out on departure. Confidential information is securely stored and can only be accessed by authorised personnel.

The home is maintained to a good standard. There is an on-going programme of maintenance and servicing ensuring the environment is safe. We saw up to date safety certification for utilities such as gas and electricity. Fire safety features and specialist equipment are regularly inspected by qualified trades people to ensure they remain in good working order. All people living in the home have a personal emergency evacuation plan (PEEP) in place. This provides care workers with information regarding the best way to support people to evacuate the building in the event of an emergency.

Care workers follow daily cleaning schedules to maintain good levels of cleanliness and hygiene. The kitchen has been awarded a score of four by the Food Standards Agency. This implies food management systems are good. Environmental health and safety audits are completed every three months. We saw no issues were identified at the last audit.

Leadership and Management

There is a clear staffing structure in place and all staff we spoke with understand their roles and responsibilities. The recruitment process is robust. Personnel files we viewed contained all the necessary pre-employment checks including employment history, references from previous employers and Disclosure and Barring Service (DBS) checks. We saw all staff are registered with Social Care Wales, the workforce regulator. This is done to ensure staff possess the relevant skills and qualifications needed for working in the care sector. Staff turnover is minimal. This is positive as the service can provide good continuity of care. Care workers we spoke with say they enjoy working at the service. They said, *“It’s brilliant here”*, *“best place I’ve ever worked”*, *“team morale is excellent”* and *“we all help each other”*.

The service benefits from good governance arrangements. Policies and procedures underpin safe practice, they are kept under review and updated when necessary. Reports provide evidence the RI visits the service regularly and maintains sufficient oversight. Quality of care reviews are conducted on a six-monthly basis and consider the services strengths and areas for further development. People and care workers are regularly asked for their views on the service to inform improvements. Documentation explaining service provision is available for people to view. We examined the statement of purpose and service user guide. Both these documents are reflective of the service provided and contain all the required information.

Care workers feel supported in their roles and are trained to meet the needs of the people they support. Care workers told us team morale is excellent and they all work well together. They report the service is well managed with the manager and deputy manager providing support and guidance when needed. Comments from care workers included, *“the manager is supportive”*, *“very easy going”*, and *“the manager is approachable”*. Regular team meetings are held to share information and discuss work related matters. Records show care workers receive the recommended levels of formal support including three monthly supervision sessions and an annual appraisal. Care workers are positive about the training they receive saying they have access to a programme of core and specialist training relevant to the people they support. We saw management have good oversight of training completed by staff as records showed all care workers are up to date with their training requirements.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
35	The provider is not compliant with Regulation 35(2)(d). This is because we found evidence not all of the necessary pre-employment checks had been undertaken before offering an employee a contract of employment.	Achieved

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Date Published 02/11/2023