



# Inspection Report on

**Caewern Lodge**

**Neath**

## **Date Inspection Completed**

26/06/2024

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## About Caewern Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	03 October 2022
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

Caewern Lodge has a team of friendly care staff who are committed to helping people achieve their personal goals. The home is in a residential area with amenities close by. People often spend time in the community doing things they enjoy. They follow their personal routines and interests, which help keep them positively occupied and stimulated. There are ample opportunities for people to socialise with others. People have input from health and other services to promote their health and well-being. Care staff are available to give people the support they need. Personal plans reflect who people are and how their support should be delivered.

The home is spacious and has facilities which promote independent living. People can freely access indoor and outdoor areas and have a say in how these are presented. The home is safe and has some personal touches. Renovations are planned later this year to refresh areas that appear worn and uninviting.

People have confidence in the manager, who works hard to create the best living and working environment. Care staff have the knowledge and skills to provide a consistently good standard of care and support. They are effectively led and supervised by the manager. The Responsible Individual (RI) monitors the quality of the service and sets actions to drive improvement.

## Well-being

People are content at Caewern Lodge. They enjoy one another's company and often socialise together for meals and activities. People get on well with all members of the staff team. One person said, "*Staff are great... You can speak to any one of them*". Care staff support people with kindness and sensitivity. They help people devise activity planners according to their needs and interests. People are also supported to pursue their hobbies and develop their independent living skills. They have opportunities to engage in voluntary work, which can build their confidence and skillset. Care staff help people remain physically and mentally well, supporting them to attend medical appointments and manage their medicines in a safe way. A healthy lifestyle and diet are also encouraged. People work with care staff to maintain a good standard of cleanliness throughout the home, which helps minimise infection risks.

The service has systems to help protect people from harm and abuse. People live in a safe environment with well-maintained facilities. They are invited to give feedback and share their concerns. The required recruitment checks are carried out to ensure staff are suitable for working with vulnerable people. Care staff complete an array of training to prepare them for their roles. Risk assessments and personal plans outline how care staff should safely support people. Their practice is also guided by up to date policies and procedures. Care staff know how to report concerns regarding people's welfare and access support from management.

People have control over their day-to-day lives. The goals people want to achieve from their care and support are set out within detailed personal plans. These are regularly reviewed and updated to ensure they remain appropriate. Different cultures are celebrated, and people are supported to follow their preferred routines. People are consulted about how their home is furnished and decorated. They attend individual and group meetings where they can discuss their experiences. The RI also gathers feedback from people when assessing service standards and identifying areas for improvement.

The accommodation has some personal touches, which create a sense of homeliness and belonging. People are pleased with their private rooms, although feel renovations are required to improve the appearance of some communal areas. There are plans in place to address this. Private and communal rooms are appropriately furnished and equipped, so people can easily do things for themselves. People contribute to the upkeep of indoor and outdoor areas, giving them a sense of responsibility. The home has a pleasant garden and outlook for people to enjoy. There are nearby public transport links, allowing people to access community facilities easily. Staff also make transport arrangements where this is more appropriate and convenient.

## Care and Support

People have built meaningful relationships with others and value their time together. They hosted a successful 'Come Dine With Me' party for people who live in the provider's other homes. People were able to share their favourite dishes from different cultures and feel proud of the compliments received. People often cook meals for the household. One person said, *"I like cooking for everyone. We take it in turns to decide what we're doing"*. Domestic tasks are incorporated into activity planners, taking into account how much support and encouragement people need. People pursue their hobbies and interests, choosing what to do and when. One person spoke with joy about caring for their pet. People complete various activities with staff, other residents and relatives. They told us *"We do a lot together"* and *"They're good at getting everyone involved in activities in the community"*. Some people have taken up voluntary work and are looking forward to an upcoming project.

People's needs are carefully assessed before they move into the home. Information from health services and professionals is reviewed as part of this process. People are involved in developing and reviewing personal plans, which outline in detail their preferences, routines and desired goals. People have keyworkers who review their progress during monthly meetings. Risk management plans identify the strategies for managing risks to people's safety and well-being. They help guide care staff in meeting all aspects of an individual's care safely. Correct procedures are followed to ensure restrictions on people's freedom are legally authorised. The service has invested in an electronic database and is in the process of transferring care records onto the system. The manager is working with care staff to ensure they fully document the care they provide in the correct place.

People are encouraged to lead a healthy lifestyle. Care staff support people to attend medical appointments and access other services that may benefit their physical and mental health. Healthy eating is promoted as people plan and shop for their meals. Care staff adapt storage and cooking procedures to cater for allergy risks. People receive flexible support as they learn to manage their own medication in a phased way. Regular audits are carried out to ensure medicines are being handled safely, in line with company policy.

The service makes a significant effort to promote the Welsh language and culture. An 'Ystafell Cwtch / Cwtch Room' has been created, containing Welsh themed decorations and information about Welsh history. People are encouraged to express their thoughts and feelings by using flash cards to complete sentences in Welsh. People's language needs are assessed before they move into the home. There are currently no Welsh speaking residents or staff, although we were assured every effort would be made to accommodate language needs should this change. Some written information is available bilingually, including a poster outlining the company's values. A Welsh language awareness course has recently been added to the staff training programme.

## Environment

The home's prominent position offers pleasant views of the countryside. We saw people enjoying the view as they relaxed in the front garden. People have recently worked hard to redesign the garden with support from care staff. One person described how they created the vegetable patch and planted rose bushes and trees in a set pattern. We also saw some colourful wind chimes, adding further interest and sensory stimulation. People have enjoyed growing vegetables to use for home cooking. They have also been supported to buy their own units for storing items outdoors.

The accommodation has some homely features. We saw a large photo display in the dining room which shows people enjoying various outings and activities. People spoke fondly about their experiences as they reminisced over the photos. A 'Meet the Team' display has also been created on a noticeboard in the entrance hall. It includes the name and photo of members of the staff team. People have been involved in decorating communal rooms and choosing soft furnishings. We saw framed pictures of pets owned by people living and working at the home. People are largely satisfied with the home and its facilities. Their private rooms contain the facilities and leisure items they need and want. One person said, *"It's great, isn't it?"*. However, there is some damage to the paintwork in communal areas and the lounge carpet is worn and marked. A budget has been set aside for renovations to begin during autumn time.

The home is safe and secure. CCTV (closed-circuit television) cameras have been installed to monitor external areas. Utilities have been inspected within required timescales and works completed to ensure systems remain safe. Chemicals are also stored securely. Care staff confirmed they can request repairs easily and these are carried out promptly in order of priority. All staff have completed health and safety and fire safety training. Fire safety equipment is regularly checked and serviced. Each person has an accessible emergency evacuation plan and fire drills are performed frequently.

The home promotes a good standard of hygiene and infection control. People receive support to clean their private rooms as often as is required. Care staff follow day and night rotas to ensure communal areas are kept clean. People also contribute to maintaining these areas by following a weekly cleaning schedule. This includes prompts for people to check and label refrigerated foods, sort items for recycling and manage bin collections. The home uses a colour coded cleaning system and guidance for this is displayed discreetly for people to refer to. We observed communal and bathroom facilities to be clean and hygienic. People have access to a laundry room which they use with staff support if needed. Handwashing guidelines are on display and we observed a good supply of personal protective equipment (PPE). Records confirm that all staff are up to date with their infection control and food hygiene training.

## Leadership and Management

The manager and newly appointed team leader are well-respected. Staff described the manager as “*easy to talk to, firm but fair*” and “*one of the nicest managers too, so supportive*”. People’s voices are heard during monthly communal meetings. They feel the manager listens to them and deals with any issues. Staff receive three-monthly supervision and annual appraisals. These allow staff to reflect on their performance and achievements. The manager organises extra supervision meetings if staff need additional support. The service has up to date policies and procedures to support its operations. These feature in staff meetings, so staff can revisit and discuss expectations relating to their practice.

The manager is supported by the RI and an experienced area manager. The RI visits the home regularly and formally assesses standards during six-monthly quality-of-care reviews. The RI completes detailed reports that provide insight into people’s experiences and identify actions to further improve the service. These include improving care recordings, so they better capture goal related activities and the hours of support being delivered.

The home retains staff well, providing people with good continuity of care. People feel comfortable speaking with all members of staff and can request designated one-to-one time should they need it. Records confirm that appropriate checks are carried out before staff start work. Staffing levels are maintained as set out in the home’s statement of purpose; a key document that explains what the home aims to provide and how. Staff told us the manager considers their personal well-being and circumstances when organising rotas. A designated lead is appointed for each shift and extra staff are allocated to facilitate planned activities. There is a clear policy in place to support lone working, along with bespoke risk assessments for each staff member. Staff are also required to complete lone working training. Staff told us the on-call arrangements are communicated well and there are very clear procedures to follow should they experience any problems.

The service takes a robust approach to staff training. Company policy requires staff to be fully up to date with all training courses before they are allocated shifts. Staff complete a range of mandatory and specialist training relevant to people’s needs. This includes basic life support, person centred care, safeguarding adults and children, substance misuse, diabetes awareness, mental health, medication management, learning disabilities and autism. Staff told us any requests for additional training are also accommodated. They described training courses as “*interesting*” and “*interactive*”. Comments include “*So much training! It’s a good thing – we cover everything*” and “*I’m always happy with it. It’s a company that’s hot on their training*”. Professionals have reflected positively on staff’s knowledge of people’s needs and overall level of communication. We saw care staff working collaboratively with people as they planned their day. They provided direction and reassurance in a dignified and respectful way.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A





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