



# Inspection Report on

**Grangelodge Residential Home Ltd**

**Grange Lodge Residential Home Ltd  
49-57 Clive Street  
Cardiff  
CF11 7HL**

## **Date Inspection Completed**

30<sup>th</sup> April 2021

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## About Grangelodge Residential Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Grangelodge Residential Home Ltd
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

### Summary

Grange Lodge is a safe, warm and welcoming home. The service provides individualised care for adults, especially those who require support with substance misuse, mental health and maintaining accommodation. People achieve positive outcomes because the responsible individual (RI), manager and care team understands their needs. People are encouraged and supported to develop positive relationships and independence. Individuals best interests are understood and met through promoting independence and positive risk taking. Staff are appropriately qualified, trained and competent in their roles. The manager and staff demonstrate kindness and care. Appropriate referrals are made to health professionals to ensure well-being outcomes are met. There are robust measures in place to oversee the service and quality of delivery. The service is working on improvements around daily recordings and capturing positive outcomes for people. The service and its staff are well thought of by people who live there.

## Well-being

People are involved in pre-admission assessments and personal plan development, supported by social workers or family when appropriate. Introduction of anyone new to the home is well managed with opportunities for visits and trial periods. Currently this is difficult due to the pandemic, but everything is done to ensure the admission is a good experience.

People are treated with dignity and respect and encouraged to treat others the same. Observations and discussions with staff and residents evidence that people are valued, and supported in a way they understand and respond to positively. Individuals are supported to do things that matter to them. Individual risk assessments safeguarded people from risk without being over protective. A number of people who live at the service continue to engage in high-risk behaviour for example continued substance abuse and using alcohol unsupervised outside of the home. The risk plans for these individuals are clear and have specific actions for staff to take minimise risks as far as possible. Alongside Risk plans people are supported by the service to understand the risks and strategies are in place to support them to reduce harmful behaviours, without taking away their choice and control.

Regular residents meetings are held allowing residents to arrange activities and take ownership of things that happen in the home. Residents were involved in the planning of recent landscaping to the outside area. A pool table and subscriptions to TV and film streaming services has also been put in place at resident's request. Quiz afternoons and prize Bingo are also activities residents have chosen. Individuals are consulted about all parts of their care plan, care delivery and day-to-day support needs. People go out alone if safe to do so to access the local community. People are supported to maintain relationships with family and develop new friendships. Due to the current pandemic, some people are finding the restrictions on going out into the community difficult to deal with. Efforts are made to support people during this time, helping them to identify new interests within the home.

The home has mechanisms in place to safeguard individuals. Policies support the actions taken to safeguard people. People are consulted through their care planning about risks they may wish to take, and how staff can support this. Staff have pre-employment checks through the Disclosure and Barring Service to check they are fit to work in the care setting. All people in the home consulted told us they felt safe and would know who to go to if they

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had concerns.

## Care and Support

People are supported with their emotional and mental health well-being. The manager and their team are empathetic, showing genuine interest in the well-being of people living at Grange lodge. The home is run by family and a long-term team of care staff, which offers a consistent and familiar environment for people living there. Many of the residents have lived at Grange lodge care home for many years and are well known in the local community. This fits in with the homes ethos of providing a home for life for people who may otherwise be marginalised within the community. One person told us, *"I am very happy here, Brian's great he's a friend, they look after me well, I want for nothing."*

When incidents or deterioration in mental health occurs, appropriate support is sought promptly. People benefit from the support at Grange Lodge and it enables them to maintain a home, which for many has not previously been possible. Review of care records evidences that people's mental health and or substance use has stabilised and they are able to live more safely and independently.

People are helped to consider their nutrition and are supported to maintain a healthy weight. Meals are home cooked. Freshly prepared spaghetti bolognese and garlic bread was offered and enjoyed by all on the day of the inspection. People tell us that they like the food and there is always choice. There were snacks and peoples preferred drinks in large supply. Pets at the home contribute to the mental well-being of everyone. We saw the house cat napping in a resident's room.

The service has safe systems for medication management. People are supported to manage their medication needs, either independently or through administration by qualified staff in the home. Ordering, storage, stock control and administration of medication is observed to be within regulatory requirement. We noted some people had medication given out via a trolley at mealtimes during feedback to the manager we suggested that they may want to consider a more discreet way of supporting with this task. Support is given to access health care professionals. Records show that people are helped to seek advice and treatment regarding their health in a timely manner. We saw records that supported this. The home maintains good relationships with care professionals such as Community psychiatric teams and GP practices. We saw a system where the home have regular reviews with GPs to keep up to date on people's needs from a month-to-month basis. People tell us staff support them to attend appointments this is also evidenced in care files.

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Detailed, individualised personal plans and risk assessments ensure staff know how best to support people. An area for improvement discussed with the manager was that daily recordings could be more detailed, so that they provide a daily narrative around peoples overall health and well-being. The manager acknowledged that this was an area they were seeking to improve. Monthly care plan reviews are detailed they would benefit from including outcomes for people as this information is not clear in the reviews. This will improve the focus for personal development of people based on their wishes and aspirations. It will also evidence the positive impact the care and support has on peoples overall health and well-being.

## Environment

People live in an adapted older building that suits their needs as reflected in the statement of purpose. Bedrooms are spread over two floors with stair access. Rooms are single with access to clean, shared bathrooms. Bedrooms reflect the person's preferences. Residents can furnish their own rooms with personal items that are important to them. Bedrooms can be locked. Re-decoration of all communal areas has recently been undertaken. People have contributed to the choice of paint colour and confirm they like the results. People freely use the communal lounge, dining room and two sitting areas. The dining area is large and has a canteen feel with a pool table which residents all enjoy using. The kitchen is large industrial style and there are separate food storage areas, all meeting the highest level of Food Agency Standards, level 5. There is also a smoking area and newly landscaped courtyard. The home is based in a central area of Cardiff. Most of the residents living at the home are from the surrounding areas and many have links with the City Centre of Cardiff. The location of the home affords people to be able to maintain links with the area and go out independently. We saw people coming and going to the home throughout the day. A seating area outside the front of the home also allowed people to chat with passers-by. People told us they liked being able to walk to the local shop or to visit the City centre.

The home promotes good hygiene practices and manages the risk of infection.

Observations show staff follow current personal protective equipment, (PPE), guidelines. The home is clean with no unpleasant odour. Audits, certificates and verbal confirmation from staff show there are robust measures in place to meet legal requirements in areas such as fire safety, maintaining equipment and maintenance.



## Leadership and Management

The operation of the service is supported by a clear management structure and systems for auditing and recording. The manager is experienced, well established and demonstrates they know the service, people and staff very well. The service provider is committed to continually improving the service for the benefit of people who use it. We saw internal audits in key areas of service delivery; including health and safety, staff training, documentation and medication. The RI has a daily presence at the service. Quality assurance visits are undertaken at least quarterly, and consult with individuals and staff, to find out about people's experiences. Six monthly quality of care reviews inform the ongoing development of the service and improve outcomes for people. No complaints have been received since re-registration under RISCA 2016. Documentation is in place to inform people of the aims and objectives of the service. We looked at the statement of purpose and guide to the service, which include information to help individuals have a clear understanding of the culture of the service, how it will be provided and what they can expect to receive.

People are supported by sufficient numbers of staff who are suitably qualified, trained, competent and experienced. Personnel files show pre-employment checks are carried out, induction is undertaken and staff have the correct training for their role. We told the manager that photos need to be on staff files. They gave assurances this was in hand. Staff say they are happy working for the service and feel supported by the manager and the RI. Staff told us they have regular supervision meetings, evidenced in the files viewed. There is evidence of good induction and training. On the day of inspection the home was observed to be a calm, supportive place, where people have their needs met. When speaking to staff, they showed clear understanding of their role and demonstrated warmth and empathy in care delivery.

The provider ensures individuals are supported to manage their money in accordance with policies and procedures. People's ability to manage his or her own money is assessed and recorded. Appropriate authorities are involved to safeguard people who need help with their finances. Where appropriate, appointees support

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the individual. In some instances the home support people with daily allowances of alcohol or cigarettes, which is in line with their harm reduction plans. The service has robust recording and auditing processes in place to help people manage their day-to-day spending money.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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**Date Published 23/06/2021**