



# Inspection Report on

**Caewern Lodge**

**CAEWERN LODGE  
DWR Y FELIN ROAD  
NEATH  
SA10 7RH**

**Date Inspection Completed**

05/07/2019

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## **Description of the service**

Caewern Lodge provides care and support for up to six people aged 18 and over who have mental health needs. The home is located in a quiet residential area of Neath, within walking distance of the town centre. It is a detached, two storey building set within its own private grounds. There is a driveway big enough for a few cars and there is access to public transport within walking distance of the home.

The home is owned and operated by Integra Community Living Options, and the responsible individual is Peter Max. There is an experienced operational manager in post who is registered with Social Care Wales.

## **Summary of our findings**

### **1. Overall assessment**

People live in a well managed positive environment, where they feel happy. People are encouraged to make choices and decisions whilst protected from harm. People receive a high quality service and are supported by staff that promote independence, understand their individual needs and what is important to them. We saw people are actively encouraged to access the wider community and to develop skills, training and experiences that will assist them to further enhance their lives.

### **2. Improvements**

No areas of improvement identified at the last inspection.

### **3. Requirements and recommendations**

There were no requirements or recommendations identified at this inspection.

# 1. Well-being

## Our findings

People are seen as individuals, and their voice is heard and listened to. We found people were supported by staff that genuinely cared about their wellbeing. Throughout the inspection, we saw staff treated people with dignity and respect throughout all their interactions. People were actively involved in making decisions that affected their daily lives. This varied from what they wanted to eat, activities in which they engaged and longer-term plans for the future. This included employment and volunteering opportunities. We found great emphasis placed on key-working sessions. This is where personal plans were discussed and aspirations for the future clearly referenced. We felt real mutual respect between staff and people living at the home. Comments included *"it's their home, I am led by them"* and *"we always talk about our support plans and our goals are for the future"*. We found an open, inclusive culture had been developed at Caewern Lodge. People told us they were comfortable in sharing any worries and/ or concerns with staff, and could approach them at any time. This was also supplemented with regular house meetings, where areas such as health and safety matters and activities were discussed as a group. A relative told us *"I am thrilled by the support provided"*. Therefore, people contribute to the decisions that affect their lives, and their individual circumstances are considered.

People feel comfortable and 'at home' living at Caewern Lodge. The location of the home was ideally situated for access to the town centre. It also provided easy access to facilities such as the college and leisure centre. The home was set-back off a main road and combined easy access to the community with peace and quiet if that's what people preferred. Some people living at the home enjoyed accessing the local community; others preferred the security and quietness of the home. We found people were comfortable in each other's company, and often accessed the communal areas of the home. They were also provided with comfortable bedroom areas, which provided personal space for them to enjoy. People told us they had benefitted greatly from living at the home, and said their emotional wellbeing had greatly improved since living at the home. A relative said *"its turned their life around"*. People therefore live in an environment that promotes their wellbeing.

People personal wishes, aspirations and outcome of any risk assessments and specialist needs informs their personal plans. The initial assessment process before people moved in was stringent. This included a well managed re-settlement process where people spent structured time in the home before moving in. People living at the home commented positively on this, telling us *"the transition period worked extremely well, I love it here"* and *"I have developed real friendships"*. We saw a number of people cooking their lunch in the kitchen area. One person told us they had learned to cook since living at the home. A number of people liked cycling, walking and using the local leisure centre. They were later seen going out in a group together without the support of staff. One person told us they had

recently completed their driving theory test, and were looking forward to increasing their independence through driving. We saw a card from the manager congratulating them on this achievement. Another person told us about their aim to access training at a local college. This was being considered at the time of the inspection. We saw all such activities formed part of the personal plan and had the appropriate safeguarding measures in place.

There are a range of appropriate measures in place to protect people from abuse and neglect. There were clear safeguarding procedures in place, to ensure the wellbeing of people was maintained. Policies and procedures were aligned to current legislation, national guidance and local adult safeguarding procedures. The management maintained an open-door policy and maintained good channels of communication with staff, people and their relatives. A relative told us *“the manager is excellent; they always have their interest at heart”*. Therefore, people are safe and risks to their health and wellbeing minimised.

People’s Welsh language needs are recognised and supported. We found that the home provided an ‘active offer’ of the Welsh language. The home had access to a staff member that spoke fluent Welsh. We also noted Welsh signs throughout the home. There were also some basic Welsh language phrases shown on the communal notice board. At the time of inspection, there were no Welsh speaking people living at the home. We can conclude that people can enjoy living in a home that promotes the Welsh language and culture.

## 2. Care and Development

### Our findings

People benefit from staff that understand and work safely with medication. We saw medication was stored appropriately in a locked cabinet. Temperature checks were being carried out and signed by staff on a daily basis. An overview of the medication management systems was provided by the manager. We saw people living in the home were encouraged to be as independent as possible in managing their own medication. A system was in place that clearly recorded how people were supported to take their medication. This was in four stages and ranged from fully supported by staff to the person managing their medication independently. All stages were closely monitored by staff through regular audit procedures. One person who was managing their own medication said *“I feel more in control of my life”* and *“I have achieved my goal”*. Monthly audits and spot checks were being carried out as part of risk management procedures. We saw medication administered was accurately recorded in medication administration record (MAR) charts. Therefore, people benefit from the safe storage and administration of medication.

People are supported by staff that are committed to enabling and empowering them to have as much choice, autonomy and control over their lives as possible. We saw personal plans were detailed and tailored to the needs of the individuals to which they referred. We found people were being regularly consulted on the contents of their personal plans. Every person had a dedicated keyworker who worked closely with them to achieve their goals. Their wishes and aspirations were always taken into account. People living at the home were very complimentary about their keyworkers, saying *“staff are very kind and helpful, we have regular key working sessions”*. We found care planning documentation was written in a way that was enabling, and the least restrictive measures were in place. We found detailed profiles of people. This we felt assisted care workers in developing relationships with people they supported. People therefore receive a service that promotes autonomy and choice, which as far as possible maintains people’s independence.

We saw any risks to people’s health and wellbeing were clearly stated, and the least restrictive measures in place to minimise these risks. We saw well documented risk assessments in place for everyone living at the home. These were individualised and utilised a traffic light system to assist staff to understand the behaviour; how the behaviour may be triggered and how best to respond and support the individual. All documentation had been reviewed at appropriate intervals and involved the relevant people. We observed good communication with relevant health and social care professionals was being maintained. Where appropriate, relatives were also involved. This ensured a multi-agency approach to the lives of all people living in the home. We saw any accidents and incidents were recorded and actions taken clearly referenced. We found a safeguarding policy in place. This included clear guidance for staff to follow, on a notice board to ensure easy

access to staff. This ensured people, where possible, were not prevented from doing things they enjoyed and risks had been considered.

### **3. Environment**

#### **Our findings**

People have their own well-maintained private rooms and communal areas where their independence is promoted and where they can socialise. We saw all internal areas were decorated to a high standard, were clean, pleasant and easily accessible. We found great emphasis placed on the compatibility of the people living at the home. The manager showed us around the home. This included both the internal and external areas. We found a pleasant garden area both at the front and at the back of the property. The manager told us the rear garden would be further developed with shrubs to enable it to be easily maintained. We were told people used these areas on a regular basis when the weather permitted. One person enjoyed smoking, and was seen using the outside covered smoking area throughout the inspection

The communal areas included a large kitchen, dining/ conservatory and two lounge areas for people to use. We saw these areas were well used by people to socialise with each other and staff. We saw people assisting each other to cook lunch, supported by a care worker. This appeared to be an enjoyable experience as we heard a great deal of laughter and banter throughout the activity. We saw the lounge and dining area were a hive of activity and an area where people liked to meet. A number of people enjoyed their own company, and liked to spend time in their own bedroom areas. One person enjoyed pets, and had their own tropical fish tank. They told us they enjoyed living at the home and were pleased with their living environment. We found people were able to influence the decoration of the home. Both communal areas and bedrooms were nicely decorated and uplifting. We saw people had choice on bedroom colour schemes, and furnishings. Bedrooms reflected the individual's taste. The home also included a small apartment which was used for people as part of the move-on process into more independent living. Therefore, people's relationships are enhanced by a stimulating and easy accessible environment.

Environmental risks to people have been identified and as far as possible eliminated. Records were in place to evidence testing and servicing of equipment was being carried out. We found detailed health and safety policies and procedures which were reviewed and updated on a regular basis. Testing of services and equipment was kept up to date. Evidence such as up to date portable electrical appliance testing records and a range of maintenance safety certificates supported our findings. We saw safe systems of work in relation to fire safety. Records showed that staff received training in fire safety and awareness, and were up to date on this training. Therefore, people can be confident that all steps are in place in order to protect them from risk.



## 4. Leadership and Management

### Our findings

People live in a home where the management team maintain a positive ethos and culture, where people and staff feel valued. The manager was available throughout the inspection. All information requested was promptly provided. We found them to be knowledgeable, approachable and passionate about making a difference to the lives of people living at the home. They were also keen to refer to the positive difference the staff made to people on a day to day basis. We felt a happy, open atmosphere within the home, where both staff and people appeared happy. This was confirmed during the inspection. People living at the home said *“all staff are kind and very helpful”* and *“they really encourage me”*. A care worker told us *“they are a great company to work for, I feel very well supported”*. We also spoke to two health and social care professionals with good knowledge of the home and the service they provide. One said *“the home appears well managed, and updates on people are always provided”*. The other told us *“people living at the home always speak highly of the manager”*.

The manager provided positive feedback on the support they received from members of the senior management team. We saw the responsible individual fulfilled their regulatory responsibilities in visiting the home on a regular basis, resulting in detailed reports. The manager also frequently engaged in supervision with their direct manager. We saw any actions identified in the supervision and auditing processes were followed through. We inspected three policies and procedures. These included the Welsh language, complaints and whistleblowing policies. These were all reflective of current legislation and good practice guidelines, and had all recently been reviewed. We saw both the statement of purpose and written guide were reflective of the service being provided. Therefore, both staff and people benefit from a well-managed service where their well-being is a priority

The management team provides training and support to staff in a way that improves outcomes for people. We inspected two staff files and saw good staff recruitment processes were being maintained, and all the required information was appropriately stored. We saw all new staff received a detailed programme of induction. The manager told us the Social Care Wales Induction Framework was being used for people completing qualifications and credit framework (QCF) level 2 and 3 in health and social care. We saw staff had good access to senior staff and supervision meetings were being carried out under regulatory timescales. The manager told us a new deputy manager would be starting shortly, and would be a welcomed addition to the team. We saw staff and resident meetings were well attended and arranged on a regular basis. We found staffing levels to be appropriate for the people supported within the home. There was also a stable staff team, and no agency staff used.

The management team ensured care workers had access to regular training. The training matrix evidenced a range of both internal and external training was provided relevant to the roles and responsibilities of staff. The manager told us they continued to collaborate closely with professionals from both health and social care. We were told that training was provided by such professionals around the individual support needs of the people living at the home. This was confirmed by a health and social care professional with good knowledge of the home and the support they provided. They told us *“the service is extremely well managed, and staff are very committed”* and *“when we provide training they are very engaged, and even come in on their days off”*. A care worker told us *“the training is excellent; we are always looking to improve our knowledge”*. We found the organisation invested time in succession planning by encouraging staff in their continuous professional development. People therefore benefit from staff that have good access to training, support and development opportunities.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None

### **5.2 Recommendations for improvement**

There were no requirements or recommendations identified at this inspection.

## 6. How we undertook this inspection

This was a full unannounced inspection undertaken as part of our inspection programme. We carried out the inspection on the 05 July between 9.00 a.m. and 4p.m.

The following methods were used:

- We spoke to the manager and a care worker.
- We spoke to people living at the home and their relatives.
- We received feedback from social care and health professionals.
- We looked at the statement of purpose and service user guide.
- We were shown around the home and surrounding gardens.
- We looked at two staff files (including recruitment & induction records).
- We looked at two files of people living at the home (including care/ support plans, risk assessment documents and medication administration charts).
- We looked at a wide range of policies and procedures.

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)

## About the service

Type of care provided	Care Home Service
Service Provider	Integra Community Living Options Limited
Manager	Christopher Dickson
Registered maximum number of places	6
Date of previous Care Inspectorate Wales inspection	22/01/2018
Dates of this Inspection visit(s)	05/07/2019
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.
Additional Information:	

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