



Abbey Lodge



Newport



01495200698

Date(s) of inspection visit(s):

29/04/2025, 22/04/2025

Service Information:

Operated by:	Abbey Ambitions
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Abbey Lodge is a small residential home situated in the Sirhowy Valley, in a residential area near local shops and facilities. The service provides accommodation, care and support for up to four people with learning disabilities, and mental health issues. It does not provide any nursing care.

People's wellbeing and the care and support they receive is good. People can make everyday choices and are given opportunities to take part in activities. A good standard of care is provided and people are treated with dignity and respect. Personal plans detail how people like their needs met and are reviewed regularly.

The environment people live in is good. People have their own rooms and communal areas in which to spend time alone or with others. Some outdoor space is available to access when the weather is warm. There is a schedule of maintenance in place which includes redecoration and replacement of carpets.

The leadership and management of the service is good because quality assurance systems are effective, and the views of others inform improvements in service delivery. Care staff are sufficiently trained, supported and knowledgeable about the people they support.

Findings:



Well-being

Good

People experience good emotional and physical well-being at Abbey Lodge. They are treated with respect, kindness and compassion by the staff team and enjoy the companionship of others. They look well cared for and settled in their environment. Friends and relatives can visit when they wish. Care staff support people to access the community. As well as accessing the local community, people are supported to go on holiday. Care staff ensure individuals have choices and are supported to make everyday decisions. Planned activities are available alongside impromptu interactions with staff, giving people opportunities to follow their interests and also to try new things. We saw many meaningful interactions, as care staff showed genuine interest in people's well-being. The Responsible Individual (RI) visits the service regularly and has discussions with people to help inform improvements at the service.

There are systems in place to help protect people from abuse and harm. The service assesses people's care and support needs and any associated risks to their health and well-being. A range of external healthcare professionals support people and appropriate referrals are made when any change in people's health is observed. Care staff are trained to meet the needs of the people they support and are aware of their safeguarding responsibilities. There are whistle-blowing and safeguarding policies and procedures in place. Where there are necessary restrictions made in people's best interests to manage their safety; these appear proportionate.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. The home is clean, appropriately furnished and decorated throughout. We saw that people had the correct equipment needed to promote their safety, including mobility aids and sensor equipment. Individual risks to people are assessed and their safety is managed and monitored. Good hygiene practices are promoted and staff receive infection prevention and control training.



Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. Care staff support people with warmth, compassion, and patience. Communication styles are adapted to suit each individual. We saw people are relaxed and comforted by care staff supporting them, and they enjoy each other's company. People we spoke to provided positive feedback regarding care staff. One person said, *"I like the staff they help me with loads of things."* Personal plans set out what is important for each person in accordance with their likes and preferences. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Personal plans are routinely reviewed and updated when changes are identified.

People's rights are promoted as care staff provide support in the least restrictive way. Care staff are trained to protect people from harm and abuse and are aware of their duty to report concerns. The provider reports any concerns about people's safety to local safeguarding teams and makes Deprivation of Liberty Safeguarding (DoLS) referrals when there is an identified risk that care arrangements may deprive them of their liberty.

People's health is monitored and they are supported by care staff who know them well and notice any changes quickly. Resulting in timely referrals to healthcare professionals supporting people to maintain their physical health. Advice from health and social care professionals are recorded in personal plans, care staff follow this advice and record outcomes. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Medication audits are completed on a regular basis we were told these would be strengthened to ensure practice remains safe and effective.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Care staff are appropriately trained and competent in using personal protective equipment (PPE) and infection control. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy.



Environment

Good

The environment is suited to people's needs. There is a homely environment, which is comfortable and clean. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. There are communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared comfortable and relaxed which suggests they are happy with the environment. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. There is a patio area to the rear with seating available.

The provider ensures effective systems are in place to maintain and manage the accommodation. Fire equipment is checked, and alarms and lighting are tested regularly. Every individual living at the service has a personal emergency evacuation plan specific to their support needs. External contractors are used when required to test services such as gas and electricity. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are good. The service had been inspected by the Food Standards Agency and had been given a rating of five, demonstrating the service was rated as very good.

There are suitable security arrangements in place to protect people. Access to the home is secure, visitors make themselves known on arrival and staff check their identity.



Leadership & Management

Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales and supported by a deputy. The RI has effective oversight of the management of the service. They visit the home regularly to speak to residents and with staff to gain feedback about how residents are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved. Actions are reviewed from each previous report to promote continuous improvements.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified staff to deliver care and support. We were told recruitment processes will be strengthened going forward and evidence of the induction and training records of agency staff used would be available. Eligible care staff are registered with Social Care Wales (SCW) the work force regulator. Staff are up to date with mandatory training. Staff we spoke with enjoy their jobs and feel supported by their manager and records confirm that they receive regular one to one supervision sessions. Staff appraisals are also completed evidencing a commitment to the ongoing professional development of staff.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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