



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Beacon Lodge



28b Intermediate Road, Ebbw Vale, NP23 4SF



01495313463



www.carongroup.wales

The inspection visits for this service took place between 10/06/2026 and 12/06/2026

Service Information:

Operated by:	BeaconLodge Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	6
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The 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:

Beacon Lodge is a small care home near Brynmawr town centre that provides accommodation, care and support for up to six young adults with a physical disability.

People's well-being and the care and support they receive are both rated as good. People experience positive wellbeing because they are at the centre of everything the service does. Care is given with dignity, kindness, and respect for personal choice. Personal plans clearly show how each person wants their needs and goals to be met. They are reviewed regularly to make sure they still reflect people's changing needs.

The environment people live in, as well as the leadership and management of the service, are also both rated as good. People live in a safe and well-looked-after setting that supports their independence while helping them feel secure. The service is well managed, with effective systems in place to check quality and make improvements. Staff are safely recruited, well supported, receive training, and understand the needs of the people they care for.

Findings:



Well-being

Good

People are encouraged and enabled to make choices about their daily lives, and staff support them to express their views and preferences. Staff know the people they support well and have a good understanding of what matters to them, including their likes, dislikes, and routines. This helps ensure care is delivered in a way that is respectful and responsive to individual needs and wants. This includes people being supported to make everyday decisions, such as how they spend their time, what activities they engage in, and whether they wish to spend time alone or with others.

There is clear emphasis placed on maintaining and nurturing relationships that are important to people. Staff proactively encourage and support regular contact with family, helping people to remain connected and valued. A range of activities are available, which reflect people's interests and preferences, support social interaction and reduce the risk of isolation. Relatives reported that they were kept regularly informed about the activities and outings their loved ones had participated in.

People are supported to maintain independence and are encouraged to do as much as they can for themselves. Personal plans reflect people's assessed needs and provide staff with clear guidance on how to support them appropriately. Risk assessments are in place and promote a balanced approach which enables people to remain as independent as possible while maintaining their safety. The service has appropriate safeguarding arrangements, and staff are aware of their responsibilities to protect people from harm.

There is focus on promoting and maintaining people's physical health. This includes access to GP services and other health and social care professionals, with staff supporting them to attend appointments. Referrals are made promptly when there are changes in people's health, demonstrating a responsive approach to maintaining well-being.

The environment is homely and welcoming. The provider continues to invest in the property to enhance people's wellbeing. People's rooms are personalised with their possessions on display which promotes belonging. There are comprehensive systems to help mitigate risks to the health and safety of people at the service.



Care & Support

Good

People experience good person-centred care and support that promotes their well-being. People have developed positive and respectful relationships with care staff, who treat them with kindness, dignity, and sensitivity. People are encouraged and supported to express their views, make choices, and maintain their independence. They can engage in meaningful activities, follow their interests, and explore new opportunities.

Personal plans provide a comprehensive and individualised overview of people's needs, preferences, and backgrounds. These plans include social histories, clearly reflect people's voices, and guide staff in delivering consistent and responsive care. Risk assessments identify and manage potential risks to people's safety and well-being. Plans are reviewed regularly and there are opportunities for people to be involved in this process. Evidence of individual goals and aspiration are included in plans and will be further strengthened by making use of additional features within the electronic care record system.

People are supported to maintain good health and well-being and to access the right healthcare services. Referrals to health and social care professionals are made promptly, and any advice or recommendations are followed. Mental capacity assessments are completed where required, and best interests' decisions are made appropriately. Applications for Deprivation of Liberty Safeguards (DoLS) authorisations are submitted where people lack capacity to consent to elements of their care and accommodation.

Safe medication practices are in place, supporting people's health and well-being. Effective systems ensure the safe receipt, storage, and administration of medicines. Medication is securely stored and accessible only to authorised staff. An electronic medication system is in place, incorporating built-in alerts to help ensure the correct medication is given at the correct time. Regular audits of medication administration are used to further reduce the risk of errors. Staff receive appropriate training in medication administration, with competency assessments completed, and are supported by an up-to-date medication policy.

The service provider makes an effort to promote the use of the Welsh language and culture; the provider aims to facilitate requests for Welsh language documentation and support although this is not currently required.



Environment

Good

The premises, facilities and equipment are suitable for the service provided and are consistent with the statement of purpose. People benefit from living in an environment that is clean, safe, well-maintained, and meets their individual needs. The provider continues to improve the environment through ongoing refurbishment and updates. This includes a new lift making it easier and safer for people to move around the home, and a new accessible bathroom providing greater choice for people.

People's bedrooms all have ensuite facilities, are spacious, well-ventilated, and personalised with items such as pictures, decorations, and keepsakes, helping to promote a sense of comfort and belonging. There are communal lounges available, offering people choice in where they spend their time. One of the communal rooms has been adapted to also be used as a sensory room, providing a space for relaxation and sensory activities. Access to an outdoor patio area enables people to enjoy fresh air and outdoor space, particularly during warmer weather. Recently, a barbecue was organised to celebrate a birthday, with families also invited to take part in the occasion.

The environment supports people's safety and well-being. Regular health and safety checks are completed, and equipment is maintained to ensure it remains safe for use. Cleaning schedules are in place to maintain a hygienic environment. Routine servicing of utilities, including gas and electricity, is carried out, alongside ongoing checks of equipment such as hoists and slings. Fire safety checks are completed regularly, and personal emergency evacuation plans are in place. However, gaps were identified around some fire doors, which could affect how well they contain smoke and fire. The provider told us the appropriate repairs are planned. A dedicated maintenance team supports timely repairs and upkeep of the premises.

Food hygiene standards are maintained to a high level, as evidenced by the service achieving a Food Standards Agency rating of 5.



Leadership & Management

Good

Leadership and management at Beacon Lodge is effective and focused on ensuring people experience good well-being outcomes. Governance arrangements support the smooth running of the service and help ensure people receive consistent, good-quality care and support.

The Responsible Individual (RI) maintains meaningful oversight of the service and is committed to continuous improvement in quality assurance. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reviews are completed every six months and identify what is working well and where further improvements can be made. The provider has submitted an annual return as required, and the regulatory body is informed of incidents affecting service delivery.

The management team, including the service manager and unit lead, have good day-to-day oversight of the service. Staff gave positive feedback about the management team, saying they are approachable, provide clear leadership, and offer good support. Systems are in place to monitor people's health and wellbeing each month, with findings reviewed and any follow-up actions clearly recorded. A concerns and complaints process is also in place, and we were told none have been received since the last inspection.

Safe recruitment processes are in place, helping to ensure suitable staff are employed. All staff must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check, provide satisfactory references and full employment history. New staff are supported to complete an induction to support them into their caring role. This includes completing mandatory and specialist training to ensure staff have the required knowledge and skills to support people at the service. Formal supervision is provided on a regular basis, alongside ongoing informal support and guidance. This supports staff well-being and learning and helps them provide consistent and effective care.

Training records show staff have completed core and refresher training in a timely manner. Most care staff are registered within the required timeframe with Social Care Wales, the workforce regulator responsible for confirming their fitness to practise. One member of staff had recently been endorsed by the provider and was in the process of completing their registration. Care staff spoken with told us they are very happy in their roles and feel very much supported by management. Staffing levels were sufficient during our inspection to meet people's needs. The staff rota showed consistent levels of staff each day.

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.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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