Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Lakeside House Nursing Home

Lakeside House Nursing Home, 37 Wedal Road, Cardiff, CF14 3QX

02920628625

www.lakesidecare.co.uk

The inspection visits for this service took place between 28/07/2026 and 06/08/2026

Service Information:

Operated by:	Lakeside Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	69
Main language(s):	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:

Since the last inspection, the service has appointed a new Responsible Individual (RI) and undergone a change in directorship. The new leadership brings experience, investment, and a strong commitment to improving outcomes, while the registered manager has remained in post, providing continuity and stability for people, relatives, and the staff team at Lakeside.

People experience positive well-being outcomes because they are supported to make choices, maintain relationships, stay safe and take part in meaningful activities. People feel valued, listened to and supported by kind staff and approachable leaders.

Care and Support is good because people receive personalised support from familiar staff who know their needs, preferences and routines well. Effective healthcare involvement, safe medicines management and positive mealtime experiences support people's health and well-being. Stronger oversight of personal care planning is needed to ensure all aspects of care are consistently delivered, recorded and reviewed.

The environment is good because people live in a comfortable, clean and well-maintained home which promotes dignity, independence and quality of life. Ongoing investment and planned improvements will further enhance people's experiences.

Leadership and Management is effective because people benefit from visible, responsive leadership and a stable, well-supported workforce. Governance arrangements support consistent, person-centred care, and leaders continue to strengthen quality assurance and service development to improve outcomes.

Findings:

Well-being — Good

People are supported to have choice and control over their daily lives and are actively involved in decisions about their care and support. They are encouraged to express their views, wishes and preferences and contribute to reviews of their care. People choose how they spend their time, including opportunities to socialise with others or enjoy the privacy of their own rooms. Relatives spoke positively about their involvement and told us they are kept informed about their family member's care and support. One relative commented, *“Communication is excellent.”* Feedback is actively encouraged through surveys and discussions, and the provider demonstrates a commitment to listening and responding through a *"You said, we did"* approach. These arrangements help ensure people's views influence the development of the service and care remains focused on what matters to them.

People's health, safety and well-being are promoted through effective oversight and partnership working with healthcare professionals. Risks are assessed and managed in a way which supports people to remain safe whilst maintaining as much independence as possible. People have timely access to healthcare services and receive appropriate support when changes in their health or well-being are identified. As a result, people experience continuity of care and support to help them achieve positive outcomes.

People told us they feel safe living at the service and have confidence in the care and support provided. They said they would be comfortable raising concerns and were confident these would be addressed appropriately. Care staff demonstrate a good understanding of safeguarding responsibilities and describe leaders as visible, approachable and supportive. One member of staff told us, *“They are highly visible, approachable and quick to respond to concerns or take action when required.”* This contributes to an open and positive culture where people feel protected, valued and supported.

People maintain important relationships with family and friends and benefit from a welcoming environment for relatives and visitors. We observed a warm and friendly atmosphere throughout the service. People benefit from a comfortable environment with a range of communal and quiet spaces that reflect their individual preferences. One person told us, *“I love spending time in the courtyard because of the colourful flowers and the beautiful weather.”* Continued investment in the environment will further support people's comfort and quality of life.

Most people enjoy a varied programme of activities and meaningful opportunities for social interaction, community involvement and recreation. Dedicated activity staff support people to participate in group activities, events, outings and intergenerational experiences, helping them maintain interests and relationships. We observed people enjoying activities and engaging positively with care staff. Recent improvements have enhanced opportunities for engagement and

well-being. The provider has identified further opportunities to strengthen personalised one-to-one engagement for people at risk of social isolation and is taking action to improve outcomes in this area.

People's language, communication and cultural needs are recognised and supported. The service promotes Welsh culture through Welsh language awareness training for care staff and resources celebrating Welsh language and heritage. A Welsh-speaking person and a Welsh-speaking member of staff help promote opportunities to use and develop Welsh language skills. The service also supports people whose preferred language is not English by providing care staff with key words and phrases to aid communication. These arrangements help people express their wishes, maintain their cultural identity and feel understood.

Care & Support — Good

People receive care and support from a staff team who know them well and understand their individual needs, preferences and what matters most to them. Information about the service is available to help people and their families make informed decisions. Comprehensive assessments are completed before admission to ensure the service can meet people's needs and support them to achieve their personal outcomes.

People spoke very positively about the care and support they receive and consistently described nurses and care staff as kind, caring and respectful. Comments included, *"The care here is great, and I have no complaints"* and *"I know all the nurses and staff, they are lovely."* We observed warm, caring and respectful interactions throughout the inspection, with staff responding promptly to people's needs. Many nurses and care staff have worked at the service for several years, helping to provide continuity of care and build trusted relationships. Staff demonstrated a good understanding of people's life histories, preferences and routines, helping people feel comfortable, valued and secure.

People and relatives generally rate the care and support provided as good. We found people largely receive care that meets their assessed needs and promotes positive outcomes. They are involved in developing and reviewing their personal plans, helping to ensure care reflects their preferences, choices and individual circumstances. However, some care records did not always contain sufficient detail about people's preferences, emotional well-being and aspects of personal care. We identified inconsistencies between some records and people's presentation, particularly in relation to oral care, nail care, hair care and bathing. This reduced assurance that all aspects of care were consistently delivered and recorded in line with assessed needs and preferences. The provider had already identified these issues following the introduction of a new electronic care system and had begun strengthening oversight and quality assurance arrangements. While further improvements are required, we did not identify evidence of harm or a significant impact on people's well-being and will review progress at the next inspection

People's health and well-being are promoted through effective partnership working with healthcare professionals. Referrals are made promptly when specialist support is required, and nursing staff maintain appropriate oversight of people's health needs. We saw evidence of effective wound care management and monitoring of health conditions. Medicines are managed safely by trained and competent nurses and care staff, helping people receive appropriate care and treatment.

People enjoy positive dining experiences that support their nutritional needs and social well-being. Meals are appetising, varied and tailored to individual preferences and dietary requirements. One person told us, "If I don't like something, I send it back and they always give me an alternative", while another said, "The food is lovely, varied and always warm." We observed calm and sociable mealtimes where people were offered choice and received the support they needed. Nutritional needs are regularly monitored, and specialist advice is sought when required, helping people maintain their health and well-being.

Environment — Good

People live in a welcoming and comfortable environment that promotes their well-being and quality of life. Communal areas are bright, warm and well maintained, providing attractive spaces where people can relax, socialise and participate in activities. Comfortable seating throughout the service encourages people to spend time outside their bedrooms and maintain relationships with others. Adapted bathing and showering facilities support people's comfort, dignity, independence and choice.

People benefit from well-maintained indoor and outdoor spaces. The courtyard garden provides accessible seating, shaded areas, water future and raised planting beds, creating opportunities for relaxation, social interaction and engagement with nature. A person told us, *"I love spending time in the courtyard, enjoying the lovely weather and looking at the colourful flowers."* Communal areas, including lounges, the bar and hairdressing salon, are furnished and decorated to a good standard, helping to create a pleasant and homely atmosphere. One member of staff told us, *"We benefit greatly from having a homely environment."*

The provider continues to invest in the environment to improve people's experiences. An estates manager and maintenance team support refurbishment, repairs and the overall presentation of the home. Environmental audits and maintenance systems help ensure issues are identified and addressed promptly, while servicing arrangements support the safe operation of equipment and facilities. Staff spoke positively about the improvements and said the environment continues to improve.

The provider demonstrates a commitment to improving the environment through an ongoing refurbishment programme. Many areas of the home provide a comfortable and welcoming environment that supports people's well-being and quality of life. Planned improvements to some bedrooms, en-suite facilities and bathrooms, the replacement of worn carpets, increased opportunities for personalisation, and enhancements to sensory experiences will further strengthen people's day-to-day experiences. The provider has also identified aspects of security, fire safety and environmental maintenance where further progress is needed and has begun taking action to address these areas. Continued investment in the environment will help ensure people benefit from surroundings that support their comfort, well-being and individual need.

People are protected by arrangements that promote their safety and reduce the risk of harm. The provider continues to make progress in addressing identified fire safety matters and has provided assurance that planned improvements are being progressed. Personal Emergency Evacuation Plans identify the support people may require in an emergency, and staff receive appropriate fire safety training. Planned evacuation exercises will provide further assurance that people can be supported safely and effectively if required.

People are protected from the risk of infection through effective infection prevention and control arrangements. The environment was clean and well maintained during our visit, and people spoke

positively about standards of cleanliness. One person told us, *“The home is noticeably cleaner, and the environment continues to improve.”* Housekeeping staff demonstrated a good understanding of infection prevention and control practices and have access to appropriate training, equipment and supplies. A member of staff told us, *“There are good levels of cleaning and laundry staff, and I feel we can successfully complete the cleaning schedules and maintain standards throughout the home.”* These arrangements help provide a clean, safe and comfortable environment for people.

Leadership & Management — Good

People benefit from a service led by an experienced and committed leadership team focused on continuous improvement and positive outcomes. Since the last inspection, leadership arrangements have been strengthened through the appointment of a new director, RI and additional senior leaders, increasing oversight and support across the service. The long-standing registered manager continues to provide stability and continuity. Together, these arrangements promote a positive culture and help ensure the service remains responsive to people's needs.

People's views and experiences help shape the development of the service. The Responsible Individual maintains a visible presence through regular engagement with people, relatives and staff, and feedback is actively used to inform improvements. Since the last inspection, the provider has strengthened governance and quality assurance arrangements through investment in digital systems, enhanced clinical oversight and improved auditing, resulting in positive changes to some aspects of care delivery. While these arrangements provide effective oversight and support continuous improvement, further development of audit analysis, evaluation and wider sampling would provide greater assurance that trends and areas for improvement are consistently identified and addressed. Nurses and care staff described leaders as *"highly visible, approachable and quick to respond to concerns or take action when required"* and having *"a clear vision for improvement."* These arrangements promote accountability and help drive positive outcomes for people.

People are supported by nurses and care staff who are safely recruited and provided with opportunities to develop the knowledge and skills needed for their roles. Structured induction, supervision and training arrangements support the delivery of effective and responsive care. A blended approach to learning, including face-to-face training, online learning, shadowing and mentoring, helps develop care staff competence and confidence. Further development of condition-specific training would strengthen care staff knowledge and their ability to respond to people's changing health needs. Care staff are registered with Social Care Wales, the workforce regulator, but just under half of staff hold a relevant professional qualification.

Regular supervision provides opportunities for reflection, support and professional growth. The provider has recently introduced initiatives to recognise and value staff contributions, helping to promote staff well-being, retention and a positive workplace culture.

People benefit from support provided by a stable and experienced staff team who know them well and understand their preferences, routines and individual needs. Long-serving nurses and care staff help build trusting relationships and provide continuity of care. New staff are supported through shadowing and guidance from experienced colleagues, and leaders consider staff skills and experience when planning rotas. People's health and care needs are reviewed regularly, with

staffing arrangements adapted to reflect changing needs. One staff member told us, *“Regular clinical meetings take place to discuss changes, actions and improvements, which we find very useful.”* These arrangements support effective communication, shared learning and coordinated care. While staffing arrangements are generally responsive, some people reported occasional delays in call bell responses during busy periods. The provider has recognised this and is exploring improvements to the call bell system and its approach to reviewing staffing levels. Continued progress in these areas will help ensure people receive timely support and positive outcome.

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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