Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Kinmel Lodge

Kinmel Lodge Residential Home, 2 Betws Avenue, Kinmel Bay, Rhyl, LL18 5BN

01745337886

www.kinmel-lodge.co.uk

The inspection visit took place on 16/09/2026

Service Information:

Operated by:	Kinmel Lodge Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability, Care and support for people living with dementia
Registered places:	28
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	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Kinmel Lodge is a residential home for people with dementia. It is located in Kinmel Bay close to local amenities.

Wellbeing is excellent because people are involved and included in making choices and decisions which affect them. They are supported to look after their own health and wellbeing, achieve their outcomes and have an extensive range of activities and opportunities available to them. They are valued as individuals and benefit from positive relationships with friends, families and their pets.

Care and support is good because care plans are person centred for staff to follow. Health needs are met with professionals involved when required.

People live in a good environment with ongoing improvements. The home has areas of interest for people to enjoy and there is a private garden area.

Leadership and management of the service is good. Staff work well as a team and feel very well supported and are valued. They receive training and have opportunities to develop in their roles. Systems and processes are more robust providing effective oversight of the service. The

responsible individual (RI) carries out three monthly visits and six-monthly quality of care reviews, identifying areas to move the service forward. A positive and compassionate culture is promoted.

Findings:

Well-being — Excellent

People have strong control over their daily life. A person told us they are a lot happier living here and they do *"whatever, whenever", including pub bingo and shopping for themselves.* Resident of the week ensures everyone gets chosen and picks where they want to go, the food they would like and a gift to receive. People's voices are heard in resident's meetings and they collectively agree on 'bucket list' activities to be achieved for the month. Staff commented *"Staff know individuals well and encourage independence, choice and involvement in decisions about their care".* A families advocacy group has been set up to listen and work together. The Active Offer of Welsh is promoted with Welsh workshops held with resident's and staff learning together.

Peoples' physical, mental health and emotional wellbeing needs and outcomes are met. Health diagnosis and conditions are recorded in plans with appointments and referrals made. Relatives commented, *"They are quick to spot deterioration in her and will quickly involve appropriate outside medical professionals".* People look after their own health and wellbeing with teaching sessions held each month on different topics, from which they gain certificates. Hydration stations and snack bars ensure people access these in-between mealtimes. A happy hour trolley is available most Fridays for those who enjoy a little drink of alcohol.

Two activity coordinators ensure there is an extensive range of planned activities with plenty of options to choose from. A three-dimensional activities board is decorated with relevant items so people can see, touch and feel these. People enjoy trips out as well as theme days, animal visits and a visiting ice cream van. Some people volunteer for a charity shop. We saw a video of people setting free butterflies which they had helped to develop from caterpillars. Staff commented positively on the activities, telling us it is *"unbelievable, amazing what they do".* Religious and spiritual needs are recorded with in house weekly church services. End of life wishes are considered, including companionship arrangements for people with no family to visit them. Professionals told us, *"Overall, I have found the home to be supportive of its service users, well managed, and they provide a compassionate and homely environment".*

People benefit from positive relationships with others. Staff help new people settle in and residents have 'flash cards' to help staff know more about them. Staff commented *"I am particularly proud of the relationships staff have built with the people we support"* and *"Feels like a family. Everybody belongs. People are seen and heard".* Relatives commented staff *"are very friendly towards her it is obvious that she likes the staff".* People benefit from having their own pets, with three cats and love birds living at Kimmel Lodge.

Care & Support — Good

Care plans are person centred and contain information about peoples' care and support needs. They are audited, updated and reviewed with evidence of involvement from people and their families. Relatives told us, *"We, as family are able to chat with the management team when we visit regarding her situation"* and *"we are kept well informed of what is happening."*

People are provided with good quality care and support. Staff have good access to easy read information regarding peoples care and support requirements, enabling them to deliver dignified and respectful care. Daily checks and spot checks are completed on staff to improve practice. Plans contain detailed information about people's health conditions. They are being moved onto a different electronic system which will improve on existing information and ensure more comprehensive risk assessments. Staff said, *"We have good systems in place for sharing information, maintaining standards and responding to changes in people's needs".* Medication audits are completed with visual action plans and any ongoing actions required. Information about mobility, repositioning and falls is collated, analysed and recorded and there is a manual handling champion. Peoples' oral care is well supported with a person coming into the home to assess, train and support staff. There are two oral health champions appointed. Dietary requirements are well documented. Food is made to look and taste appealing with shaped moulds for people following a soft or pureed diet. Preferences are catered for to encourage people to eat more. Relatives commented "*The care and support my mum gets from the staff and management is really good. I feel her needs are getting met on all levels".* Professionals told us: *"I have never experienced any issues when visiting Kinmel Lodge. The management team have always been knowledgeable regarding the residents".* Staff commented on *"good professional relationships".*

Systems in place protect people from harm. Staff have safeguarding policies to follow and training to keep people and themselves safe. Positive behaviour support plans include an overview, any triggers, required interventions from staff and any risks. These are to be further enhanced to ensure they cover all areas. The manager told us they work with families to help them understand more about their loved one's dementia.

The service promotes hygienic practices and manages the risk of infection. Staff complete infection control training with a policy in place for them to follow. Audits are carried out to address and improve any areas. Personal protective equipment is available for staff to use. The home is kept clean and tidy throughout.

Environment

Good

People live in a home which meets their needs. Their rooms are personalised and reflect any interests, colour preferences with bedding and curtains of their choice. Personal belongings and photos of loved ones are on display as well as personalised photo blankets and cushions. Outside each person's door is a memory box with photos and relatable items that people can easily recognise. There is a lounge on the ground floor where people sit and watch television, read magazines or books and socialise with others. New curtains have been put up and new cosy blankets purchased to go on all the chairs and there are decorative transfers on the walls. The lounge upstairs has a marine theme décor with items of interest and musical instruments. The dining room has a large menu on the wall, tables are laid with tablecloths, jugs, condiments and vases. We heard soothing music being played in the dining room. The dining area also has a more relaxed seating space. There are murals including a bakery and Murphys bar where people can watch sports on television, play darts, play or listen to music and enjoy a drink or two. The halls have been brightly painted and offer places of interest including a red telephone box, flower shop mural and bookcases. To aid orientation there are pictures on doors and bilingual signage. Items are continuously purchased to further enhance the environment for example speakers to go on the bathroom wall and lights and games to offer distraction and help reduce anxiety. The manager told us they can purchase anything they need for the home.

There is a private enclosed brightly decorated garden area which people enjoy using in the nice weather. This includes a gazebo with tables and chairs, decorated with lights and other décor. There are different coloured benches, a wall picture, and planters for growing things with the activity's coordinators. A person confirmed they have some good events out in the garden.

The service provider identifies and mitigates risks to health and safety. A wide range of audits are completed. Monthly management health and safety audits are carried out with any actions needed. The RI three monthly visit includes looking at the premises. There is a refurbishment action plan in place with work ongoing. Fire checks and tests are completed and people have personal emergency evacuation plans in place to assist them to leave their home safely. The kitchen requires some work which has been arranged following a food hygiene rating of three and we discussed this with the manager and RI who assured us this is being prioritised and addressed.

Leadership & Management — Good

A motivated staff team work well together. Recruitment checks are carried out including disclosure and barring service (DBS) checks which could be further strengthened. Staff are registered with Social Care Wales, (the workforce regulator). The manager told us there is a good team in place.

Staff feel very well supported and valued. Supervisions and team meetings encourage staff to discuss issues, share positive outcomes and they are praised for their continued hard work and commitment. Staff said, *"Staff are respected and supported well"* and *"I would recommend working here because there is a supportive and welcoming team environment.* They receive birthday wishes and staff member of the week celebrates their individual strengths and contribution to the team.

Staff have opportunities for learning and development. Training records show what training the staff team have completed. Training messages are sent out by management to remind staff to complete training and refreshers as required. Staff comments include *"I value being able to support staff in their roles and seeing them develop and gain confidence".*

Governance arrangements are robust. The manager feels well supported by the RI, and a strong management team. Staff told us, *"Management work well".* Three monthly RI visits and six monthly quality of care reviews are completed reviewing feedback and analysing information to identify improvements and lessons are learnt. This was an area for improvement at the last inspection which has now been met. The service is also involved in a pilot scheme regarding hospital discharges.

A positive and compassionate culture is promoted. Staff are treated fairly and equality and diversity is celebrated. The manager said, *"The diversity of staff is something we are incredibly proud of and is a wonderful part of the Kinmel lodge community".* Staff celebrate their own culture and traditions outside of work and share photographs of themselves in traditional dress and celebrations. Information for staff is made available in their first language. Staff commented *"There is a positive team atmosphere, and staff are willing to help one another to ensure the service runs effectively".* Events are held to welcome families and communities into the home and celebrate with them. For example, Alzheimer's day posters had been put up, news of this was being shared and preparations made to offer tips on dementia, provide opportunities to dress up, have fun and enjoy the entertainment. Relatives said, *"They are providing my mother with a caring and supportive environment whilst she is living with dementia".* Staff commented *"I feel the RI and management team support people to live, just because they come into a placement doesn't mean they have to stop living".*

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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