



Baglan Lodge Care Home



Baglan Lodge Nursing Home, 84 Old Road Baglan, Port Talbot, SA12 8LH



01639813135



www.baglanlodge.co.uk

Date(s) of inspection visit(s):

12 & 13 May 2025

13/05/2025, 14/05/2025, 12/05/2025

Service Information:

Operated by:	Bevan & Clarke LLP
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	30
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Baglan Lodge Nursing Home is a care home service for older adults in Baglan close to both Neath and Port Talbot which is a short distance from local shops and facilities. The home is an established two storey property with accommodation for up to 30 people. There is a Responsible Individual (RI) who has a presence within the service and a manager who is registered with Social Care Wales (SCW) who support Care Workers formally with supervision and informally through day to day discussions. People and their relatives are happy with the care and support provided at the service. They live in a comfortable, welcoming and homely environment which is warm, clean and suitable to meet their needs.

At this inspection we found improvements had been made to Care Workers support, development and recruitment. Improvement has also been made to involving people and representatives in reviews of their care. People's well-being was good and the care and support people receive supports them to achieve good well-being outcomes. The environment overall is good but there are some remedial maintenance tasks that are planned. Leadership and management of the service is good because the Care Workers team ensure people achieve good outcomes.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they were satisfied with the support they received from Baglan Lodge and were supported with making day to day decisions. One person commented *“we get on wonderfully, they’re kind to me.”* We also observed people being supported in a warm and genuine way and people told us the Care Workers always treat them with kindness and sincerity. People are enabled to achieve outcomes identified together with their care workers.

People are protected from harm and neglect. The provider ensures Care Workers receive training in protecting vulnerable adults and has policies and procedures in place to support this. Care Workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly. Families told us they feel their relatives are happy and safe in their home. Care workers are recruited safely.

People are supported to develop and sustain positive relationships within their community and with family, friends and important people in their lives as far as possible. Care Workers support this by valuing these relationships and the importance they hold in people’s lives. A family member commented *“The service always keeps me updated with what’s going on with my mum and what is happening in her life.”*

The service provider tries to promote the use of the Welsh language and cultural needs of people and is working towards becoming a bi-lingual service. The service makes documentation available in the language of people’s choice.

Care Workers have a good understanding of safety, weighing risks and rewards to promote overall well-being and involvement in the community. Care Workers are provided with positive risk taking training. We observed pictures of several people undertaking activities with support from Care Workers at the service. A relative commented that *“mum has plenty to do, they have film nights, she has her own routine.”*



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. They are well supported according to personal plans and risk assessments that reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. We discussed with the manager the need to ensure the best possible outcomes identified in personal plans were accurately and consistently recorded. People told us and we saw that personal plans are developed following discussions with people and their family. Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed. We discussed with the manager the need for monitoring of skin integrity using what is known as 'skin bundles' to be appropriately archived in a systematic manner once used.

People can do the things that matter to them when they want to. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities including craft sessions, beauty sessions and quizzes. People meet regularly either individually or in the communal lounge with Care Workers to plan future things they would like to do. We discussed with the manager the importance to consider the need for individuals to have easy access to the local community and relevant facilities. Visiting professionals told us "*The service would benefit from more activities and stimulation for a meaningful day*" and another commented the service needs to "*ensure activities/opportunities for stimulation are available on an individual as well as a group basis.*"

People are protected from abuse and neglect. Policies and procedures have been reviewed to make sure they are up to date. We discussed with the manager the need to strengthen the oversight of Safeguarding referrals in place. Care workers are aware there are policies in place to guide them and are supported by management. People feel secure, knowing that Care Workers and volunteers understand and act in accordance with their safeguarding responsibilities. Care Workers have completed safeguarding training relevant to their roles.

People's medications are stored and administered safely in line with statutory and non-statutory guidance and the service provider's medication policy. There are safe procedures for accepting incoming, returning, storing, and administering medication. Fully trained Care Workers administer people's medication. Audits are completed to ensure consistency of practice and good standards are maintained. There is a medication policy in place.



Environment

Good

Baglan Lodge is comfortable, well-maintained and decorated in a homely and welcoming style. On the day of the inspection, we found the home to be a calm and relaxing environment. The service provider identified areas of wear and tear around the home. The home is in a good state of repair with the ongoing tasks associated with an older building. The manager told us that the service has two maintenance Care Workers employed. The manager told us the ground floor shower room is due to be renovated to address damaged panelling. The service is clutter free. Records show good systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings, and timely action is taken to address issues as they arise.

The service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. This is managed by the management team with support from the RI at the service. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for electrical systems are all up to date. The sample of four bedrooms viewed had facilities and equipment that is suitable for the individuals. Cleaning schedules were in place and cleaning had taken place around the building throughout our visit and we found all areas were clean and tidy. People access the home through a securely locked door and visitors must sign in and provide identification.

Policy, procedure and application of hygienic practices are in place to reduce risks of cross infection. Care Workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Care Workers wear appropriate PPE and follow correct procedures. The service has sufficient stocks. Effective oversight and auditing of infection control measures are in place. The home has a food hygiene rating of 4 (hygiene standards are good).

There are secure outdoor garden areas that can be accessed independently and/or with support if required. The service provider has developed the garden with areas of interest such as flower beds and shrubs, a patio area with seating and tables as well as a large garden. However, we discussed with the manager the need to ensure that the patio paving slabs are levelled to ensure people's safety.



Leadership & Management

Good

The service provider has systems for governance and oversight of the service in place. There are systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the Statement of Purpose and Guide to the Service, which are regularly reviewed but we discussed with the manager the need for the Guide to be further strengthened. We also discussed with the manager the need to ensure policies are regularly reviewed. Records show the RI visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and Care Workers.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *"We have invested in new carpets, new beds and continual maintenance costs this year and have a rolling maintenance plan ongoing."*

The service provider uses audits of aspects of the service to monitor practices. They complete analysis of audit findings and take action as a result to promote and uphold standards of care quality, resulting in effective and sustainable improvements for people. The quality of care review report is detailed and completed as required to a good standard. We saw evidence the RI has oversight of the service, and the newly strengthened management team conduct a quality assurance system to ensure quality care is delivered.

Care Workers recruitment pre-employment checks are completed prior to employment commencing. Care Workers are registered with Social Care Wales, the workforce regulator. New Care Workers receive an induction including shadowing more experienced Care Workers and this was confirmed by Care Workers we spoke with. Care workers have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable people to achieve their personal outcomes.

There is good support and development for Care Workers with supervision, appraisal and training in place. We discussed the need to ensure all Care Workers complete training in a timely way. Care workers told us they feel valued and supported by the manager. There are enough Care Workers on duty to safely support and care for people. Records show the team in place has a mixture of experienced and new Care Workers available, and this was seen during our inspection. Care Workers we spoke with describe management as helpful and supportive. This was reflected in records we saw and compliments from people and their families.

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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