



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Tregwilym Lodge Nursing and Residential Home



Tregwilym Lodge Residential Home, 146-150, Tregwilym Road, Newport,
NP10 9YJ



01633896100



www.tregwilymlodge.org.uk

The inspection visit took place on 11/03/2026

Service Information:

Operated by:	Tregwilym Lodge Limited
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:	71
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Tregwilym Lodge is a nursing care service for adults in Newport. People mostly experience warm, respectful and person-centred care that supports their well-being and helps them feel safe, valued and at ease. Personal plans are detailed, person-centred and kept up to date. People benefit from robust safeguarding arrangements, safe medication practice and strong infection prevention measures. Care workers understand people well and respond quickly to their needs, working closely with external professionals to maintain people's health and comfort. The environment is homely and clean. Communal areas promote social connection, and people enjoy the café-style space and garden. Leadership and management are a significant strength. Governance arrangements are highly effective, and leaders demonstrate strong oversight, transparency, and commitment to continuous improvement. Care workers told us they feel supported, valued and proud to work at the service.

Our recent inspection of the service was positive. As a result, we have awarded a rating of 'Good' for well-being, care and support, and the environment. We have awarded a rating of 'Excellent' for leadership and management, reflecting the service's strong oversight, effective governance, and clear commitment to continuous improvement.

Findings:



Well-being

Good

People living at Tregwilym Lodge mostly experience warm, compassionate support that promotes comfort, dignity and a sense of belonging. During the inspection, we observed relaxed and positive interactions between people and care workers. Staff know people well and draw on their life histories, preferred routines and communication needs to shape the way care is provided. We observed staff using humour, gentle reassurance and appropriate tactile support to help people feel calm and secure. Leaders told us they will continue to reinforce with staff the importance of supporting people to move freely and make independent choices about how they wish to spend their time, ensuring care remains person centred and respectful of individual autonomy.

Mealtimes are a particular strength of the service. People are offered clear visual choices and supported in a calm, unhurried environment. Care workers take time to sit with people, adapting their approach sensitively and providing prompts or assistance where needed in a dignified and respectful way. Drinks are offered regularly, and staff ensure people are included in conversations and shared social moments. We observed mealtimes to be relaxed, engaging and enjoyable, contributing positively to people's nutritional intake and overall wellbeing.

People benefit from meaningful interactions throughout the day. Care workers use distraction and reassurance effectively when people show signs of anxiety or confusion, helping to restore calm and emotional comfort. We observed people laughing and engaging with staff, participating in small group activities and enjoying sensory experiences. Family members are welcomed at any time, and we saw visitors spending quality time with their relatives. Relatives spoke positively about the staff team and told us they feel confident in the care provided. Activities coordinators offer a varied and meaningful programme based on people's interests and abilities. Upcoming events are clearly displayed, alongside photographs celebrating shared experiences and achievements.

Community-based activities support people to remain connected, with recent outings including local visits and day trips adapted to meet different mobility needs.

The Active Offer is embedded within the service. Key documentation is available bilingually, and we heard staff using simple Welsh phrases during everyday interactions. This supports inclusive communication and helps people feel recognised and respected. Overall, people's wellbeing is promoted through personalised care, kind and consistent relationships and a culture that values emotional comfort, dignity and connection. People appeared content, safe and well supported within the service.



Care & Support

Good

People at Tregwilym Lodge mostly receive good quality, person-centred care that reflects their individual needs, preferences and desired outcomes. Personal plans are comprehensive, clearly written and kept under regular review. They include information about people's life history, interests, daily routines, communication preferences and any specialist clinical requirements. Care workers demonstrate a good understanding of these plans and use them effectively to guide day-to-day support. We observed care delivered with sensitivity and respect, with staff adapting their approach to meet people's changing needs and emotional state.

Staff have a good understanding of people's physical and emotional wellbeing and respond promptly when changes are identified. We observed examples of skilled reassurance and de-escalation, supporting people who became unsettled in a calm and compassionate manner. The service works closely with a range of external professionals, including GPs, district nurses, mental health services and speech and language therapists. Professional advice is clearly reflected within care plans and care delivery. People's health outcomes are supported through regular monitoring, timely referrals and consistent oversight of nutrition, hydration and long-term health conditions. Relatives told us they feel informed and involved in care decisions and are kept up to date about any changes.

Safeguarding arrangements are robust and well understood. Staff were clear about their responsibilities to keep people safe, and leaders maintain effective oversight of incidents and concerns. Referrals to safeguarding authorities are made promptly when required, and learning is shared across the team to reduce the risk of recurrence. People told us they feel happy and safe living at Tregwilym Lodge, and relatives expressed confidence in the service's commitment to protection and wellbeing.

Medication management is a strength of the service. Medicines are stored securely, administered safely and monitored through regular audits and competency checks. During observations, staff followed safe administration practices, including the use of "do not disturb" measures to maintain focus and accuracy while protecting people's privacy. The electronic medication management system provides additional safeguards and supports timely actions. Infection prevention and control arrangements are also strong. The home is clean and tidy, staff use personal protective equipment (PPE) appropriately and audits help maintain high standards. Staff consistently follow good hygiene practices, including changing PPE between tasks. Overall, care and support at Tregwilym Lodge are delivered with skill, compassion and consistency, supporting people's comfort, safety and wellbeing.



Environment

Good

The environment at Tregwilym Lodge supports people's comfort, safety and sense of home. Communal areas are warm, light and well presented, creating a welcoming and relaxed atmosphere for people, their relatives and visitors. Bedrooms are personalised with photographs, meaningful belongings and individual décor, which helps people maintain their identity and promotes familiarity and emotional wellbeing. People appeared settled and comfortable within the environment during our visit.

The service is clean, tidy and well maintained. We observed good housekeeping practices throughout the home, and maintenance arrangements ensured that the premises were kept in a safe condition. Display boards around the service showcased recent activities, celebrations and shared achievements, contributing to a positive and engaging atmosphere. People and relatives spoke positively about the overall look and feel of the home, describing it as welcoming and homely.

A café-style area provides a relaxed space for people to spend time with visitors, socialise with others or enjoy quieter moments throughout the day. Staff told us this area is well used and valued by people living in the home. The garden is accessible and offers opportunities for fresh air, exercise and outdoor activity when the weather allows. This supports people's wellbeing and promotes choice in how they spend their time.

Health and safety arrangements are effectively managed. Equipment such as hoists, profiling beds and mobility aids are appropriately maintained, and records showed that regular servicing and safety checks are completed. Compliance documentation, including fire safety systems, water testing and lifting equipment checks, was up to date. The service achieved a food hygiene rating of 5 at its most recent inspection, demonstrating a strong commitment to high standards of food safety and infection prevention. Visitors are required to sign in on arrival, and the service gathers relevant information about people's mobility needs to support safe evacuation arrangements in the event of an emergency. Overall, the environment at Tregwilym Lodge is safe, clean and welcoming, providing people with a comfortable place to live and relatives with reassurance when visiting.



Leadership and management at Tregwilym Lodge are a significant strength. The service benefits from strong, visible and proactive leadership that promotes a positive, values-based culture. People using the service, their relatives and staff consistently spoke highly of the leadership team, describing them as supportive, approachable and committed to delivering high-quality care. Leaders demonstrated openness and accountability, reassuring us that matters identified during the inspection, including staff training, dignified care and supporting people to move freely, would be addressed without delay. We were pleased to see that actions to improve practice had already commenced during the inspection.

Governance arrangements are robust and effective. The provider has implemented a comprehensive programme of audits covering safeguarding, medication management, care planning, infection prevention and control, incident reporting, falls, nutrition and record keeping. These audits are timely, detailed and outcome-focused, enabling leaders to identify trends, take timely action and monitor ongoing improvement. The electronic quality assurance system provides clear oversight and ensures that identified actions are tracked and completed. This approach supports strong accountability and continuous service development.

The Responsible Individual (RI) provides effective oversight and assurance. Regulatory reports are detailed and reflective, demonstrating regular engagement with people using the service, staff and relevant professionals. Feedback is analysed thoroughly, and learning is used to drive improvement and inform service planning. Staffing arrangements are well managed, with safe and robust recruitment processes in place. New staff receive a comprehensive induction, and ongoing supervision and annual appraisals are meaningful and consistent. Staff told us they feel supported in their roles, with access to training and development opportunities, including competency assessments to promote safe practice.

Staff morale at Tregwilym Lodge is high. Care workers reported feeling valued, listened to and respected by the management team. They described the manager as approachable, responsive and visible, with a strong commitment to maintaining high standards of care. Teamwork and communication were described positively. The service also engages well with people, families and external stakeholders through a range of feedback mechanisms, including QR code surveys. Feedback is reviewed and used constructively, and complaints are managed transparently in line with duty of candour requirements. Overall, leadership and management are exemplary, underpinned by strong oversight, open communication and a clear commitment to continuous improvement.

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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