



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Bakelyn Lodge



Swansea



01792413076



<https://accomplish-group.co.uk>

Date(s) of inspection visit(s):

07/05/2025

Service Information:

Operated by:	Accomplish group ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
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

Excellent

Summary:

Bakelyn Lodge is a small care home that supports adults with a functional mental illness, learning disability or acquired brain injury.

People have good well-being in Bakelyn Lodge, they can do things that matter to them and are gaining confidence and independence as well as strengthening the trusting relationships they have developed with the dedicated care team.

Care and support is good. Personal plans have recently been updated onto an electronic system and give a good overview of people and how to support them to meet their needs. People confirmed that they are involved in the development of personal plans and are complementary of the care and support they receive in the service.

The environment is good providing people with spacious and personalised en-suite bedrooms. The service is homely, and communal areas are welcoming both internally and externally. The provider has clear ongoing investment in the service, refurbishment and upgrades are carried out as and when needed.

Leadership and management is excellent. The service is managed by a very dedicated manager who is supported by a deputy and care team who strive to do their best for people. The provider has robust and consistently effective oversight and governance arrangements in place to ensure the continuous smooth running of the service. Care staff are safely recruited, supported and well trained to carry out their roles successfully.

Findings:



Well-being

Good

People are comfortable, happy and healthy in Bakelyn Lodge and have control over their lives. They are encouraged to participate in the development of their personal plans and can go out into the community when they want to. Care staff working in the service know the people they support well and can recognise if they are showing any signs of ill health and can take prompt action. People are encouraged to set their own goals and targets, and these are reviewed and updated as needed. The provider has its own internal occupational health team including a positive behaviour and mental health therapist. These professionals visit the service and deliver and oversee staff training and support people to develop their own personal plans in key areas such as the positive behaviour support plan

People are safe and protected from abuse and neglect. Policies and procedures are in place, and these are reviewed routinely to ensure the service operates smoothly and professionally. Care staff are recruited safety with robust background and vetting checks in place. Care staff complete numerous training modules including safeguarding training. Staffing levels in the service are appropriate to meet the needs of people. Chemicals and hazardous materials are stored securely.

People are supported to cultivate safe, strong and healthy relationships. Care workers are dedicated and have built up good rapports with the people they support. There is a very small and consistent staff team in the service. When additional support staff are needed, these are utilised from the providers sister service who often work across both services, so consistency of staffing remains good. There is good communication between people and the care team which ensures they are understood and any additional support they may need is conveyed. People are complimentary about the service and the staff team. People living in the service do not speak Welsh, therefore there is no demand to provide a service in Welsh. However, the provider has tools in place to work towards this should this change in the future,

People live in accommodation that is suitable, homely and supports their well-being outcomes. The service is situated close to local amenities, the service is homely, and a secure low maintenance garden is at the rear of the home. Bedrooms are personalised and reflect people's individuality and personalities. The provider has a continuous maintenance programme in place to ensure all services meets the needs of people.



Care & Support

Good

People receive good quality care and support which helps them achieve their personal outcomes. Communication between people and care staff, the management team and professionals is effective to ensure people receive the right care at the right time. A sample of electronic care files were viewed which were detailed, with good information for care staff on how best to support people to meet their needs. People confirmed their involvement in this. Personal plans are supported with detailed risk assessments indicating triggers and things to avoid when supporting people. Personal plans seen are up to date with people's current needs having been recently reviewed. Further reviews are scheduled into the electronic system and alerts are set to ensure these are carried out in the appropriate timescales if not sooner.

People are protected from harm and abuse. Deprivation of Liberty Safeguards (DoLS) authorisations are requested if people lack the capacity to make decisions about their care, support, and accommodation themselves. Care staff have good relationships with the people they support and can recognise any changes in behaviour quickly to determine whether people are feeling unwell or distressed to act and respond appropriately. Care staff complete mandatory safeguarding training and those spoken with have a good understanding of their responsibilities to report any concerns about the safety of the people they support.

Medication is managed well, and people are supported to take and manage their medication effectively. Medication is stored in a locked room at present where each person has their own locked drawer. Where possible people are encouraged and supported to manage their own medication which is then stored in locked safes within their bedrooms. We viewed Medication administration record (MAR) charts and saw these are completed effectively with no gaps visible. The use of medication administered 'as needed' (PRN) is logged with information noted on why it is given. The temperature is logged in the room to maintain safe storage conditions for medication. The service communicates with health care professionals as needed and supports people to appointments as and when they are required. Feedback from professionals is positive and one person said, *"I think the service operates well, the staff are very supportive of my client in this home and have developed a good therapeutic relationship with my client. I feel that they do listen to my client and meet their needs to a good standard"*.

Risk of infection is minimised in the service for people. People are encouraged to participate in household duties and laundry where possible. Sufficient supplies of cleaning materials and personal protective equipment is available and stored safely. There are good cleaning practices in place and the service is clean. There are consistent and effective procedures in place to prevent cross infection.



Environment

Good

People live in an environment that meet their needs. Bakelyn Lodge is a four-bedroom house situated on a busy road with a limited amount of parking space. There are good transport links from the service to access the city and other local areas. All bedrooms are personalised to people's liking, spacious and have en-suite facilities. There is a communal lounge, kitchen and dining room/ conservatory as well an office and bathroom in the service. Outside there is a small secure patio with storage units, a smoking shelter and a separate summer house which is currently being converted to be used more frequently as another quiet area in the service. Since the last inspection the office has been refurbished, there is new flooring in the service, walls have been painted and the patio outside has been laid. The manager explained there are further improvements planned for the service. There is a sign in book for all visitors to complete on arrival in the service.

There are procedures in place to identify and minimise risks to health and safety in the service. The service is in a good state of repair. There are daily, weekly and monthly checks that take place in the service, and these are documented in the health and safety book. Checks seen were all complete with no gaps visible and included fire safety, equipment safety and window restrictor checks. There is a recently updated fire risk assessment in place and personal emergency evacuation plans in place for people. Care workers and people are aware of the procedures to follow should there be a fire in the service. Certificates are in place for routine servicing of utilities supplied to service such as gas and electricity. Substances hazardous to health are stored appropriately and locked away from areas people use. Bakelyn Lodge is one of many services owned by the provider who has a maintenance contract with an external provider, any works required in the service are requested and sorted into propriety and actioned in accordance with this priority. Oversight of the environment is good, the manager carries out environment audits, The RI also completes environmental observations during routine visits, and these are logged in their reports.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service provider has excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Bakelyn Lodge is one of many services operated by the provider so benefits from departmental support externally to the service itself. This includes support with quality monitoring, human resources and health and safety and more. There is a very dedicated and approachable manager in post who is available to support people and the staff team when required. The manager carries out audits within the service on a regular basis to ensure all is running smoothly. These are logged and tracked on the providers electronic system. This system alerts the manager when tasks such as these audits are due for completion. The manager is supported by a RI who visits the service at least quarterly to carry out their role but who is also available to the manager or staff team for support at any time. We viewed the last three RI reports and saw robust oversight of the service including obtaining feedback from people and staff, dip sampling care and personnel files and logs of checks in documentation such as incidents and complaints. Any issues are noted on these reports and action plans and time scales set for resolution. We viewed the last two bi-annual quality of care reviews which give good information about the service, its achievements and any improvements noted since the last review. Feedback from professionals about the management of the service was very good and includes *“I think the service is managed well, and I think the manager links in often with any concerns that need to be passed onto myself”*.

The service provider has consistent robust systems in place to carry out safe recruitment of care staff who are vetted, knowledgeable, and competent in their roles. Personnel files viewed contained all the relevant documentation for safe and robust recruitment, including identification documents, previous employment reference checks and up to date Disclosure and Barring Service (DBS) checks. There are good levels of training among the staff in the service and those spoken with feel well equipped to work with the people they support effectively. Care workers receive regular supervision where they can discuss any issues they have in work or their personal lives in confidence. Annual appraisals also take place for care workers to be supported through their development in the role. Regular staff meetings take place to ensure all staff are up to date with information in the service. We spoke with carer workers and feedback was very positive about the support they get in their roles. Comments included: *“we get good support from the manager, and they are always there to help us and debrief with us”, “There’s good support here from the management which is around the clock to be fair”* and *“I think the service is managed well”*.

There are good financial oversight arrangements in the service. The service is in a good state of repair and there are plans for further improvements soon. Staffing levels in the service are adequate to ensure the needs of people are met.

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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