



Ty Draw Lodge



Ty Draw Lodge Residential Home, 36-37 Tydraw Road, Cardiff, CF23 5HB



02920493632



<https://thelodgescardiff.co.uk/>

Date(s) of inspection visit(s):

10/04/2025

Service Information:

Operated by:	Ty Draw & Wentworth Lodge Limited
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:	32
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Draw Lodge is a care home for adults in a residential area near local shops, cafes, and beautiful parklands. The residence is a transformed Victorian house, enriched with numerous period features, that has been carefully altered to create a personalised and cozy atmosphere. The service can accommodate up to 32 people and is surrounded by accessible gardens at the front and rear of the service.

Ty Draw Lodge excels in promoting well-being, delivering exceptional personalised care and support, maintaining a safe and welcoming environment, and showcasing exemplary leadership and management. Individuals receive high-quality care tailored to their specific needs, enhancing their health and lifestyle outcomes. Leadership is outstanding, with the Responsible Individual (RI) and manager are actively engaging with people, their relatives, and staff, ensuring their voices are heard and incorporated into decision-making. The staff are highly trained and supported, fostering a profound understanding of the needs of the people they support, and creating a positive and nurturing environment. We observed exceptional approaches and practices that were highly engaging and beneficial for individuals. Both people and their families, as well as professionals, were highly appreciative of the care and management provided by the service.

Findings:



Well-being

Excellent

People live their lives in their preferred way, exercising choice and control wherever possible. The service takes the time to meet with individuals and their representatives to understand what is important to them. This ensures people contribute significantly to the design of their personal plans. The personalised plans focus on individuals' strengths and set personal outcomes. The service excels in helping people achieve their goals, with many examples of exceptional support that have greatly improved their lives.

At Ty Draw Lodge, there are no structured routines; people do what they want when they want. We observed people being encouraged to make decisions about their daily lives, which fosters autonomy. The service actively consults with individuals and their representatives to gather feedback on what's working and what needs improvement. At the service, two individuals and two staff members speak Welsh. Where possible, the service ensures that people are paired with care staff who can communicate in their preferred language. Care staff promote bilingual signage and key phrases. The diverse team celebrates their backgrounds and cultures within the home, promoting a better understanding.

Ty Draw Lodge empowers individuals to build safe and healthy relationships. The service prioritises the importance of maintaining connections with relatives and friends, ensuring that relatives always feel welcome and well-informed through regular updates. Health professionals frequently visit the home to assess and review people's health and well-being, fostering excellent links with them. People are supported to attend social and health appointments, which they greatly value. The service invests in external activities, offering varied and meaningful opportunities. People are encouraged and supported to participate and take a lead role in activities, giving them a sense of purpose and self-worth. An individual shared, *"I look forward to taking part, helping others, and having fun."* The service has a vehicle to transport people and care staff support people when appropriate.

Care staff actively safeguard people from harm and abuse, reporting concerns and incidents promptly. People and their relative's express confidence in the management and staff team, assured that any matters raised will be addressed. Staffing numbers are reviewed to accommodate changes in people's needs or emergencies. Risks are assessed and mitigated, allowing for informed choices about care and activities. Trained and knowledgeable care staff understand people's wants and needs, with the manager and senior staff leading by example. People live in a well-maintained and safe environment, with repairs promptly addressed. The service is highly personalised to suit their tastes and includes items of importance to them.



Care & Support

Excellent

People receive quality care and support to achieve their personal outcomes. The service gathers detailed information by consulting individuals and professionals to consider their wishes and reduce risks. We observed highly personalised care being provided. A relative shared, *"Due to the excellent care, my father is like a different person; his life has greatly improved, he is more sociable and looks so well."* People have undergone life-changing journeys, having been saved from poor outcomes and now thriving due to the excellent care and support they have received. A professional added, *"The experience has been highly positive, significantly improving people's care, mental health, treatment, and lifestyle outcomes."* All documents are kept under review and updated regularly to ensure they remain accurate and reflective. Although people contribute to their review, this process is being further developed.

The service actively invests in external activities to offer varied and meaningful opportunities. The provider has secured additional grant funding for activities and planned social opportunities within the community. People expressed that they thoroughly enjoy and look forward to these activities. A picture board in the home, updated quarterly, captures people's experiences. People are encouraged and supported to lead activities, such as organising a Sunday service, singing, and playing an instrument for others to enjoy. This involvement is particularly important for individuals as it aligns with their passions and boosts their sense of self-worth.

Robust systems manage people's medication. Staff receive training to safely administer medication, and their competency is regularly assessed. Medication is individualised, respecting people's preferences. Medication records confirm correct administration. Safe storage arrangements are in place, though under review. The medication policy has been updated to ensure best practices. Effective audits monitor compliance, reducing errors and maintaining vigilance. People attend appointments with external health professionals and have access to an internal multi-agency care team. Advice from healthcare professionals is included in personal plans and followed correctly.

People are protected from harm and abuse. Care staff receive safeguarding training and understand the process to follow when reporting any concerns of abuse. Accidents and incidents are reported, and appropriate action is taken. Compliments and concerns are recorded, and patterns and trends are identified for continuous improvement. People, their representatives, and staff feel confident raising concerns with management, knowing that these will be acted upon. Staffing numbers are consistently provided and reviewed if there are changes in people's needs or emergencies.

Excellent arrangements minimize people's risk of infection. All staff are trained in infection control and understand the importance of maintaining good practices. Housekeeping staff follow cleaning routines, ensuring all areas of the home are clean and free from odours. Clinical waste arrangements ensure PPE is appropriately disposed of. There is a sufficient supply of PPE, which we observed being used, and the manager agreed that PPE would be stored on each floor for easy access by staff.



Environment

Excellent

The home is near Wellfield Road shopping centre, the local library, and has easy access to community facilities. The property is a beautifully converted Victorian house, sympathetically adapted to overlook parkland in one of Cardiff's most desirable areas.

People are nurtured in a homely and appropriate environment. The front and rear gardens have vibrant flowers, shrubs, and inviting garden furniture, encouraging people to spend time outdoors. The thoughtfully designed garden allows individuals to safely enjoy the surroundings while exploring points of interest and a water feature. One individual shared their delight in the newly acquired small greenhouse and raised flower beds, where they can indulge in their gardening hobbies and interests. We observed people strolling around the garden, conversing, and savouring refreshments. The home is tastefully decorated throughout, with communal areas that are both homely and inviting. There is excellent development of intimate spaces catering to social gatherings as well as quiet areas for people to relax. There are sufficient bathing and toilet facilities for people to enjoy. The service has taken the time to understand each person. Through consultation, their bedrooms have been highly personalised to reflect their individual tastes and preferences with meaningful items. We observed people accessing the home safely, and they expressed that they are free to do what they want, when they want. People are comfortable and content at Ty Draw Lodge.

People thrive in an environment equipped with well-maintained and safe facilities that support their well-being goals. Upon arrival at the service, our identification was checked, and we signed the visitors' book before entry. We observed that other visitors were also required to show identification, ensuring monitored access and authorised entry. Facilities and equipment undergo regular servicing to maintain functionality. When equipment fails, repairs are promptly reported and addressed. Hazards are efficiently managed, and areas posing risks are secured. The maintenance team routinely checks equipment, ensuring its reliability. Personal emergency evacuation plans (PEEPS) guide care staff on assisting individuals during emergencies. The visitor book aligns with fire safety protocols. All staff are trained in health and safety, understand its importance.



The leadership and management at Ty Draw Lodge are exemplary. The RI frequently visits, and care staff shared that they always seek their views and offer support. The RI's reports and audits are detailed, outcome-focused, and highlight strengths, showcasing outstanding examples of person-centred care. The RI is actively investing financially in the service and is committed to making necessary improvements and adjustments for the benefit of the people. The RI and the manager have a sound understanding of how the service operates and the issues affecting its performance during the quarterly period. The RI thoroughly reviews all aspects of the service and effectively evaluates its quality and safety, demonstrating robust governance and oversight. Leaders are highly visible and have a strong presence, serving as exemplary role models. The manager was highly knowledgeable about people's needs and backgrounds, ensuring personalised care. Care staff shared, *"The RI always seeks out views"* and *"The manager understands our role, spends time with people, and helps to support them when needed to achieve their outcomes, often going above and beyond."* The management actively engage with professionals, agencies, and staff, valuing their feedback to drive improvements and celebrate successes. There is a strong commitment to developing leadership skills in their staff, evidenced by two care staff members who have recently achieved a management qualification and have been promoted as a result.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. There are robust recruitment procedures in place to ensure all vetting checks are in place to protect people from harm. Care staff receive comprehensive induction to the service and the opportunity to shadow experienced staff. The care staff receive online and face-to-face training to understand the conditions and needs of people they support. The care staff told us they feel equipped and well supported in their role. The service provides specialist champion training to senior staff, enabling them to be highly responsive and knowledgeable. This training equips them with the expertise to mentor and motivate other staff members, fostering best practices throughout the service. We observed some exceptional approaches and practices from care staff that were highly personalised and nurturing, leading to excellent outcomes for the individuals they support. The care staff receive regular supervision and appraisals, to receive support and discuss their professional development. They told us they value this.

People benefit greatly from consistent and continuous care and support. The service provider highly values its staff, recognising their contributions and accommodating their needs. Care staff retention is excellent, with a committed and motivated team. Sickness levels are low, ensuring continuity of care for people. The well-established staff team has built strong rapport with the people, and we observed positive interactions based on trust, respect, and much laughter. Care staff shared, *"The best part of working at the home is the family atmosphere and strong relationships"* and *"We have gems here, with very special qualities as carers."* The service offers incentives to staff to feel recognised for their contributions, which care staff said, *"Helps with a work-life balance, being in a supportive environment and overall job satisfaction"*

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.

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