



Wentworth Lodge



Wentworth Lodge Residential Home, 9 Ty Draw Road, Penylan, Cardiff,
CF23 5HA



02920488598



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

The inspection visits for this service took place between 17/04/2026 and 23/04/2026

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:	14
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

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Wentworth Lodge is a home for adults that can accommodate up to 14 people. The home is situated in a quiet neighbourhood close to a large public park, offering green space, lakeside paths and seating areas.

Well-being is rated excellent because people experience consistently strong outcomes relating to choice, independence, safety and emotional wellbeing. People are meaningfully involved in decisions about their lives and are supported to maintain relationships, pursue interests and remain connected to their community. People consistently reported feeling listened to, valued and secure, reflecting an inclusive culture that promotes identity, confidence and a strong sense of belonging. Care and Support is rated excellent. People receive exceptional, compassionate and highly individualised care from staff who know them extremely well. Care is proactive and responsive to changes in need, delivered calmly and respectfully, supporting dignity, reassurance and emotional security. Feedback from people and relatives was overwhelmingly positive, with care described as outstanding.

The environment is rated good. People live in a homely and personalised setting that supports privacy and independence. While some environmental governance issues were identified, people's day-to-day experiences remain positive and concerns were addressed promptly.

Leadership is rated good. Leaders are visible, supportive and responsive, and care staff feel well supported and trained. Governance systems, including the auditing of care information and the environment, require strengthening; however, overall leadership supports positive outcomes for people.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes and are supported by care staff to live healthy, safe and meaningful lives, with a strong sense of choice, control and personal identity. People are actively involved in decisions that affect their lives, including contributing to their personal plans and participating in the recruitment of care staff. Their wishes and preferences are reflected in day-to-day support. The service continues to strengthen this through the development of a more structured, person-centred review process that consistently captures people's views and progress over time. One person told us, *"Care staff really listen to me and respect my choices. I decide how I spend my day, and they support me to do the things that make me happy and feel confident."*

Since the last inspection, the service has further developed its strengths-based, outcome-focused approach through the introduction of personal goal setting. This enables people to identify, work towards and achieve outcomes that are personally meaningful to them. As a result, people experience improved independence, confidence and emotional well-being, alongside a strong sense of achievement and trust in care staff.

People benefit from a rich and inclusive programme of meaningful activities that support physical, emotional, spiritual and social wellbeing. Activities include music, live performances and events, creative sessions, gardening, physical exercise, faith services and structured leisure opportunities. Care staff support people to access their local community, including cafés, events and social opportunities that matter to them, using the service vehicle. Equal value is given to people who prefer quieter or more independent time, promoting inclusion and reducing the risk of isolation. One person told us, *"I enjoy going out into the community and being involved in activities that matter to me. Care staff treat me with kindness and respect."*

Intergenerational working is a notable strength. Students studying health and social care from local colleges spend meaningful time with people, supporting social connection and emotional well-being while contributing positively to practice-based learning. In addition, collaboration with local volunteers through initiatives such as *Cycling Without Age* enables people to enjoy assisted cycling trips that support positive risk-taking, sensory stimulation and community connection.

Care staff support people to maintain positive relationships with family, friends and the wider community. Newsletters and visual information celebrate individuality, achievements and milestones, reinforcing a strong sense of belonging and identity. Spiritual and cultural well-being is

actively promoted, with inclusive access to faith services and respect for people's beliefs, values and traditions. People are supported to communicate and receive care in ways that meet their individual needs, including receiving care in Welsh where this is their preference.

People are safe and protected from abuse and neglect. Care staff demonstrate a strong understanding of safeguarding responsibilities and know people well. They use calm, compassionate and empowering approaches, adapting their support with patience and professionalism when people are anxious or unwell.

People live in accommodation that supports their wellbeing outcomes, where care is highly individualised rather than task-focused. Care staff demonstrate a deep understanding of people's needs, preferences and routines, ensuring support is responsive, respectful and enabling. Feedback from people and relatives is overwhelmingly positive. One relative told us, *"The care is exceptional. Care staff know my family member so well and always go the extra mile."* Another relative told us, *"I have complete trust in them and wouldn't change anything about the support provided."*



People receive exceptionally kind, compassionate and highly person-centred care from care staff who know them extremely well. Care staff demonstrate a strong understanding of people's needs, preferences, life histories and routines. This enables care that is both responsive and anticipatory. They recognise early signs of distress or discomfort and respond promptly in ways that protect dignity, promote independence and support emotional wellbeing. One relative told us, *"They know exactly what reassures my family member. They spot the smallest changes and respond straight away."*

Continuity of care is a significant strength. Stable staffing provides consistency and reassurance for people and relatives. Relatives told us that the quality of care remains consistently excellent, including when managers are not present, giving them confidence in the service and care staff.

People are actively involved in pre-assessments to ensure the service can meet their needs from the outset. Personal plans are developed with people and their relatives, helping care staff understand what matters to them, how they wish to be supported and any risks that need to be managed. Daily care records consistently reflect personalised care and confirm support is delivered in line with people's preferences and plans. The service is further strengthening personal plans and risk assessments to ensure they remain fully reflective of people's needs and are updated promptly when circumstances change. People and relatives consistently described the care as outstanding, telling us that *"nothing is too much trouble"* and that support is responsive and reassuring.

Mealtimes are calm, welcoming and well organised. Care staff support people to eat at their own pace, with dignity, choice and control, while promoting independence and ensuring needs are met safely. Care staff demonstrate excellent vigilance and understanding of risk, responding immediately and appropriately when concerns arise. Good staff continuity and knowledge of individual preferences and routines contribute to a relaxed and enjoyable dining experience. The service works closely with dietetic professionals and has embedded a *Food First* approach, supported by comprehensive staff training in nutrition. External assurance further strengthens confidence, with a Food Standards Agency rating of 5 (Very Good), confirming meals are safe, nutritious and well managed. One relative told us, *"They take so much care at mealtimes. Nothing is rushed and people are always supported safely."*

Medication practice is compassionate, person-centred and least restrictive. Strong links with the GP ensure people's health is closely monitored, with regular reviews supporting timely and appropriate action. People and relatives confirmed that when people are unwell, this is identified quickly and addressed with reassurance and responsive care. Medication systems are robust and

well governed. Clear and accurate records confirm that people receive the right medication at the right time. Medication prescribed for anxiety is rarely used, as care staff prioritise reassurance, meaningful engagement and comfort-based strategies. This demonstrates excellent professional judgement and a clear commitment to supporting wellbeing without unnecessary reliance on medication. Care staff are trained, competent and work in line with a comprehensive medication policy, supported by regular audits that embed high standards in everyday practice. When accidents or incidents occur, care staff respond promptly and effectively to safeguard people's health, safety and wellbeing.

The service demonstrates excellent collaborative working with health and community services. This includes effective partnership with the *Safe at Home / Acute Care at Home* initiative, enabling people to receive timely clinical support in familiar surroundings and reducing the need for unnecessary hospital admissions. Wider partnership working with dietitians, volunteers, colleges, cultural organisations and community groups supports holistic wellbeing, including nutrition, learning, creativity, music and social connection. A visiting health professional described the service as excellent, highlighting its responsiveness and the care staff's strong knowledge and understanding of people.

People and relatives proactively share feedback and consistently describe care staff as exceptional, highlighting their commitment to going above and beyond. Feedback confirms that people feel safe, settled, valued and understood, and experience a high level of happiness and emotional security. Overall, care and support exceed expected standards, delivering consistently outstanding lived experiences and an excellent quality of life.



Environment

Good

People live in an environment that supports their comfort, identity and wellbeing. Bedrooms are personalised and reflect people's tastes, interests and life histories, helping people feel a sense of ownership, familiarity and emotional security. People told us they are happy with their home and feel settled, describing it as a place where they belong and feel well supported.

Communal areas are homely, welcoming and well used. Furnishings and décor support relaxation, social interaction and independence. People move freely around the home and choose how and where they spend their time. Some people prefer shared spaces, while others choose to spend time in their bedrooms, and these choices are respected. We observed a calm and relaxed atmosphere, with people appearing comfortable and at ease.

The environment is generally well maintained and suitable for people's needs. Adaptations and equipment support people's mobility, comfort and safety, enabling them to move around with confidence. People told us they have what they need to support their daily routines. Privacy and dignity are respected, with care staff consistently knocking and waiting before entering bedrooms.

Outdoor space is accessible, pleasant and well maintained. People spoke positively about the garden and told us they were looking forward to spending more time outside in warmer weather. Planned servicing and certification are in place, supporting environmental safety and reliability. Fire safety systems are installed and monitored.

People benefit from a clean, safe and hygienic environment. Infection prevention and control practices are effective and care staff demonstrate good knowledge and compliance, supported by completed training. Cleaning schedules, laundry and waste arrangements are well organised. External assurance further supports confidence, with a Food Standards Agency rating of 5 (Very Good), confirming high standards of food hygiene and environmental cleanliness.

On balance, people experience positive outcomes and feel safe, comfortable and settled in their home. Taking these outcomes into account, the environment has been rated as good. However, environmental governance requires further strengthening. Environmental audits were not sufficiently robust to identify maintenance and health and safety risks prior to inspection. The provider responded promptly and addressed all identified issues by our second visit, providing assurance that improvements have been made. As weaknesses in auditing processes were the key

contributory factor, an area for improvement has been identified under the leadership theme



Leadership & Management

Good

People benefit from visible, engaged and supportive leadership. The Responsible Individual (RI) is actively involved in the service and demonstrates a clear commitment to the quality-of-care people receive. The RI visits regularly and completes detailed reports that evaluate care delivery and service quality. These visits include seeking people's views and experiences, enabling leaders to understand what is working well and what matters most to people.

The RI and manager work effectively together and respond promptly to issues as they arise, supporting timely improvements. The manager told us they feel well supported by the RI. Care staff described both leaders as approachable and supportive, which promotes openness, confidence and a positive workplace culture. People and relatives spoke very positively about the deputy manager, highlighting her compassion, professionalism and commitment to people's wellbeing. Most people, relatives and care staff told us they feel confident to raise concerns and trust that these would be listened to and acted upon. This supports transparency and reassurance for people living at the service.

While some quality assurance and audit activity is in place, we identified that governance arrangements require further strengthening. Audits have not consistently identified issues or driven improvement in a timely manner, limiting leaders' ability to gain full assurance about risks to people's care, safety and wellbeing. This has been identified as an area for improvement, and the provider has demonstrated a commitment to taking action to strengthen governance systems. This will support earlier identification of risks, sustained improvement, and positive outcomes for people.

People experience good outcomes because leaders prioritise a skilled, stable and well-supported care staff team. Recruitment processes are robust, and care staff personnel files are complete and well maintained. This provides assurance that appropriate vetting checks are in place before care staff begin work. Most care staff are appropriately qualified or are working towards relevant qualifications, ensuring people receive safe and effective care from staff who understand their needs. Care staff told us leaders actively encourage development and career progression, which supports continuity of care and positive relationships for people.

Supervision and appraisal arrangements support care staff wellbeing and development. While closer oversight is needed to ensure supervision takes place consistently, care staff described supervision as supportive. This helps care staff feel confident in their roles and contributes to calm, compassionate and consistent care for people.

A comprehensive training programme is in place, covering mandatory and specialist topics linked to people's needs. Designated care staff champions support key areas such as moving and handling, oral care, medication and mental capacity. This provides assurance that care staff have the skills to deliver safe, person-centred care. However, further work is needed to clearly evidence the impact of enhanced champion training on practice and outcomes for people.

The service demonstrates a strong commitment to care staff wellbeing and retention. Support includes funded disclosure barring service (DBS) checks, payment of initial Social Care Wales registration, uniforms, paid training time and access to qualifications. Additional wellbeing support helps care staff feel valued. This stability benefits people by promoting consistent, familiar care from care staff who know them well.

On balance, considering peoples lived experiences and the overall impact of leadership on care delivery, the service has been rated good for leadership with an area to improve by the next inspection.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Governance and auditing systems are not sufficiently effective in identifying weaknesses in care planning, risk management and environmental safety. This increases the risk that concerns are not always identified or acted upon promptly and limits opportunities to prevent harm and ensure consistent care.	17/04/26

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*