Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Brompton Lodge limited

54 Rhos Road, Rhos On Sea, Colwyn Bay, LL28 4RY

01495546877

www.bromptonlodgecarehome.co.uk

The inspection visit took place on 21/07/2026

Service Information:

Operated by:	Brompton Lodge Residential home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	34
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Brompton Lodge is an established family run residential home and provides personal care for up to 34 people. The home is in a residential area of Rhos on Sea within easy access of the beach and local facilities.

People experience good wellbeing and feel happy and safe in their home. Their rights are upheld and they receive timely care and support which promotes good health and well-being.

People experience positive outcomes because care and support are delivered in accordance with personalised care plans that reflect their assessed needs, preferences, strengths, and aspirations. The provider ensures that daily routines, activities, and support arrangements are tailored to each person's individual circumstances, promoting choice, independence, dignity, and wellbeing.

People live in a good environment which is nicely presented and has good facilities that meet

people’s needs. Regular upgrades ensure the accommodation and facilities are constantly improving.

The service is managed well. People experience good continuity of care from a stable team of staff. Staff receive a high level of support to enable them to fulfil their roles effectively. The Responsible Individual (RI) has good oversight of the service and continuously drives up standards.

Findings:

Well-being — Good

People are treated with dignity and respect and are supported in a way that recognises and values their individuality. Information about people's preferred language, communication methods and cultural needs, including Welsh language requirements, is clearly documented within personal plans. We observed staff communicating effectively with people throughout our visit, adapting their approach to meet people's needs. Staff actively support people to make everyday choices about their lives and routines, promoting independence and respecting their preferences. People spoke positively about the quality of care and support they receive and praised the kindness, compassion and warmth shown by staff. We observed caring and respectful interactions throughout the service, with staff taking time to listen to people and respond to their needs sensitively.

People have access to a wide range of meaningful social opportunities that promote their well-being, independence and quality of life. During our visit, we observed people enjoying warm and friendly interactions with staff, which contributed to a positive and welcoming atmosphere throughout the home. A varied programme of group and individual activities is available, ensuring people remain occupied, stimulated and supported to pursue their interests. We saw people actively participating in a group card bingo session, where they interacted positively with one another and appeared engaged and enthusiastic. Activity records demonstrate people are offered a diverse range of opportunities tailored to their preferences and abilities.

People live in accommodation that meets their individual needs and supports their wellbeing. The home is clean, well maintained, and provides a calm, comfortable, and homely environment. Robust systems are in place to ensure regular health and safety checks, servicing, and maintenance are completed, helping to keep the premises safe, secure, and fit for purpose. People are encouraged to personalise their bedrooms to reflect their preferences, interests, and identity, promoting a sense of ownership and belonging. Communal indoor and outdoor areas are well cared for, accessible, and pleasant to use. Ongoing improvements to the environment demonstrate a commitment to maintaining high standards and enhancing people's quality of life.

The service has robust systems in place to safeguard people from harm. Care staff are vigilant in identifying risks to people's safety and take appropriate action to minimise these in accordance with individual risk management plans. Staff consistently record incidents; concerns and any referrals made to external agencies. The incident reporting system is overseen by the manager, who provides additional advice, support and guidance where required. Staff receive regular safeguarding training and safeguarding policies and procedures are revisited during team meetings to reinforce good practice. Information about how to raise a concern or make a complaint is readily available.

Care & Support — Good

The quality of care and support people receive is good. Care records clearly identify peoples' care and support needs, ensuring staff have access to accurate and relevant information. Personal plans provide detailed guidance on how staff should support and promote people's physical, emotional and mental well-being. The manager acts as a strong advocate for people, responding proactively when concerns arise and ensuring timely access to healthcare professionals and specialist services. Effective communication and collaborative working between staff, manager and external professionals help to ensure people receive prompt medical intervention when required. As a result, people experience positive outcomes, with improvements noted in both their physical health and emotional well-being.

Care records provide a good insight into who people are and what matters to them most. They contain detailed information regarding people's backgrounds and routines. Choice and independence are promoted throughout personal plans, which are regularly reviewed and updated. Care staff apply these principles to practice by recognising and drawing on people's strengths. The strategies for increasing independence are also reviewed during monthly resident meetings. Daily recordings show people consistently receive care as outlined within their personal plans.

Medication is managed safely and in accordance with the provider's policies and procedures. We observed medicines being handled appropriately by staff who demonstrated a good understanding of safe medication practices. Medicines are stored securely and records are well organised and held within individual medication files, which contain detailed information about prescribed medicines. Comprehensive monthly medication audits are undertaken, covering all aspects of medication management. These audits help to identify any issues promptly, support continuous improvement and provide assurance that medicines are managed safely and effectively.

The service maintains high standards of hygiene and infection prevention and control. We found both private and communal areas to be exceptionally clean, well maintained and free from unpleasant odours. Staff have completed infection prevention and control training and demonstrate a good understanding of their responsibilities in maintaining a clean and hygienic environment. Domestic staff take pride in their work and contribute significantly to the high standards observed throughout the service. Cleaning schedules clearly identify routine tasks and prompt staff to complete their cleaning responsibilities, ensuring all areas of the home are cleaned regularly and consistently.

Environment

Good

People live in safe, clean and comfortable accommodation that is well maintained and suited to their needs. During our visit, we found the environment to be warm, welcoming and homely. All areas of the service were clean, tidy, comfortably furnished and decorated to a good standard, helping to create a pleasant and reassuring living environment for people. We saw evidence of ongoing refurbishment and investment in the premises to ensure standards remain high. People had personalised their bedrooms to varying degrees with photographs, ornaments and other personal possessions, reflecting their individual preferences and life histories. People appeared relaxed and comfortable in their surroundings and enjoyed having their own belongings around them. Considerable effort has been made to develop and maintain an attractive themed garden, providing people with a stimulating and enjoyable space to spend time, enjoy the surroundings and reminisce with others. The premises are accessible and support people with a range of mobility needs. Access throughout the home is suitable for wheelchair users, enabling people to move around the environment safely and maintain as much independence as possible.

The service has effective arrangements in place to promote and maintain people's health, safety and well-being. Robust health and safety checks are carried out regularly, providing assurance that the environment remains safe and fit for purpose. The manager undertakes both internal and external audits of the premises, enabling any areas of concern to be identified and addressed promptly. We observed that hazardous substances were stored securely and access to certain areas of the service was appropriately restricted. The provider ensures essential safety inspections are completed by suitably qualified professionals. Independent fire risk assessments and electrical safety inspections are undertaken at appropriate intervals, and records demonstrated that recommendations arising from these assessments are acted upon in a timely manner. Each person has an individual Personal Emergency Evacuation Plan, which is readily accessible and provides staff with clear guidance on how to support them in the event of an emergency. Records confirmed that fire drills are conducted frequently, helping staff to maintain their knowledge and preparedness.

Leadership & Management — Good

The provider has established effective governance and quality assurance arrangements that support strong oversight, accountability, and continuous improvement. The RI undertakes regular visits to the service, during which they engage with people living in the home, speak with staff, and review relevant records and documentation. Evidence from RI visit reports and provider quality of care reviews demonstrates effective monitoring of service performance, including the analysis of incidents, care and support practices, complaints, accidents, and audit outcomes. We also saw numerous compliments from relatives expressing their appreciation for the support, professionalism and dedication of the staff team.

The RI uses information gathered through these processes to identify areas for development, seek feedback from people using the service, staff, relatives, and professionals, and implement action plans to drive improvement. Staff are kept informed of service developments through routine team meetings, which provide opportunities to share information, reflect on practice, and promote consistent approaches to care and support. Clear and comprehensive policies and procedures are in place and are regularly reviewed, supporting the safe, effective, and person-centred operation of the home. Feedback about the service is consistently positive.

People benefit from good continuity of care provided by a stable and committed staff team who are vetted and receive training and regular supervision. The service follows robust recruitment procedures, including obtaining references and carrying out Disclosure and Barring Service (DBS) checks before staff commence employment. DBS checks are renewed in accordance with organisational requirements, providing additional assurance regarding staff suitability. Clear policies and procedures are in place to support the safe and effective operation of the home. Staff are familiar with these documents and have regular opportunities to review and discuss them during individual supervision sessions and team meetings. Care staff are supported to register with Social Care Wales and complete mandatory and specialist training relevant to people's needs. Care staff told us they feel supported and regularly update their training.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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