Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caseys Lodge

Caseys Lodge, Twyn Carmel, Merthyr Tydfil, CF48 1PF

01685370200

The inspection visits for this service took place between 21/10/2026 and 23/10/2026

Service Information:

Operated by:	Care 4 U (Neath) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people requiring short-breaks or respite care
Registered places:	8
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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Good

Summary:

Caseys Lodge is a care home service providing accommodation and support for up to eight adults who have needs arising out of acquired brain injury. People experience highly positive outcomes because they receive person-centred care in a warm, homely and inclusive environment.

People experience excellent well-being because care staff support them to make choices, maintain meaningful relationships and achieve personal goals. People enjoy a wide range of activities, access their local community regularly and receive support that promotes independence. Feedback from people, relatives and professionals is overwhelmingly positive.

People receive excellent care and support because care is highly personalised, regularly reviewed and delivered by knowledgeable staff who understand people's individual needs and wishes. Staff work effectively with health care professionals to ensure people receive the support they need. Medicines are managed safely and robust safeguarding arrangements help keep people safe.

The environment is clean, comfortable and homely. People live in exceptionally personalised accommodation that promotes dignity, independence and well-being. The service provides specialist equipment and has attractive indoor and outdoor spaces.

Leadership and management are good because strong governance arrangements and effective quality assurance systems are in place. A highly stable staff team support continuity of care, continuous improvement and positive outcomes. Leaders promote a positive culture where people, staff and relatives feel valued and involved.

Findings:

Well-being — Excellent

People achieve excellent well-being outcomes because they are supported by a caring and attentive team that places people at the centre of daily life. With few exceptions, people have as much control as possible over their day-to-day lives. We observed people making choices throughout the inspection. Staff know people exceptionally well and demonstrate a clear commitment to promoting independence, dignity and individual achievement.

People are actively involved in decisions about their lives through monthly individual meetings, regular reviews and day-to-day discussions with staff. One person told us they no longer require rehabilitation support but choose to remain at the service because they are happy with the life they have built at Caseys Lodge. Mealtimes are relaxed and centred around people's preferences. There are no fixed mealtimes, enabling people to choose when they eat and enjoy their meals at a pace that suits them. Nutritional well-being is promoted through varied menus and people have choice over meals, snacks and drinks throughout the day. Other initiatives, such as chip shop and takeaway evenings, make mealtimes enjoyable social occasions. People are supported to make meals where possible.

People have a wide range of opportunities to engage in meaningful activities and maintain relationships that are important to them. People and their representatives told us there are no restrictions regarding visiting arrangements. Staff support people to access their local community, including shops, cafés and the theatre, as well as holidays, fitness activities and visits with family and friends. The home benefits from having their own transport. We saw evidence of highly personalised activity programmes, tailored to individual interests and aspirations. For example, one person receives support to attend personal training sessions, boxercise classes and gym activities, resulting in significant improvements to their health and well-being. Another person has developed a valued daily role within the home by updating the reception display board.

We found evidence of timely referrals to healthcare professionals and positive multi-disciplinary working, supporting people to maintain good physical and emotional health. Throughout the inspection we observed warm, respectful and natural interactions between staff and people. Requests for support were responded to promptly and people appeared relaxed, comfortable and confident in their surroundings. Feedback was overwhelmingly positive and consistently demonstrated that people enjoy excellent outcomes at Caseys Lodge. People living at the service told us, *“They are so good, they will go above and beyond for you. Next level!”.* One relative told us, *“Absolutely fantastic, it’s the best place, they are outstanding, class one!”.*

Robust safeguarding and risk management arrangements help ensure people remain safe while maintaining their independence. Care plans and risk assessments reviewed were comprehensive, providing staff with clear guidance to support people safely and in a person-centred way. The

service makes a positive effort to promote the Welsh Language Active Offer, with several Welsh-speaking staff employed and arrangements in place to provide information and support in Welsh.

Care & Support — Excellent

People receive high-quality care and support which helps them achieve their personal outcomes. Personal plans we viewed are clear and concise. They are highly person centred and highlight how people wish to be supported. Risk assessments consider any risks to people's health and safety and detail strategies for keeping people safe. Plans are written in the first person and include detailed guidance for staff. Personal plans are reviewed in line with regulation to ensure information recorded remains relevant as people's needs evolve. As well as being involved in the production and review of personal plans, people are consulted on the service they receive more generally, and staff complete monthly reviews with people. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty.

The service demonstrates an innovative approach to meeting people's care and support needs through the effective use of assistive technology. This includes seizure-monitoring technology, eye-controlled smart equipment and voice-activated systems. Technology appeared to be used in a person-centred way and helps people achieve meaningful outcomes, independence and greater control over their daily lives.

People benefit from excellent continuity of care provided by a stable and experienced staff team. This is achieved by the service's ability to retain staff. Staff told us care plans are easy to follow and are supported by effective daily handovers and communication systems. Staff appear to know the people they support well and are familiar with their needs and preferences. People have timely access to healthcare services. Records evidence referrals, hospital appointments, assessments and ongoing involvement from health professionals. Professionals spoke positively about the service and said, *"The service is all about rehabilitation and the staff have this mindset. They always aim for the best quality of life for people and that's what it's all about! They do anything they can to achieve this".*

People receive their medicines safely through a robust medication management system. Arrangements are in place for the ordering, storage, administration and monitoring of medicines. Guidance is available for the administration of medicines prescribed on an 'as required' (PRN) basis. Staff receive regular medication training and competency assessments. Effective audits and management oversight support safe, person-centred practice.

Effective infection prevention and control measures help protect people from the risk of cross-contamination. Cleaning schedules are in place, and the home is clean and tidy. Staff receive relevant training and use personal protective equipment (PPE) which is readily available. The service is supported by an infection control policy, and regular infection control audits are completed to support safe practice.

Environment — Excellent

People live in an environment that is welcoming and designed to support positive well-being outcomes. Caseys Lodge is warm, comfortable and homely. We observed a range of communal areas including a games room, lounge and kitchen-dining area where people can socialise, participate in activities or spend time relaxing. Seasonal decorations throughout the home help create a welcoming and enjoyable atmosphere. Ongoing redecoration works demonstrate the provider's commitment to continuous environmental improvement.

Bedrooms are exceptionally personalised and reflect people's individual interests and preferences. No two rooms are alike. People have access to Wi-Fi, en-suite facilities and quality furnishings. Bedrooms contain personal possessions and items of significance to people, helping to create a homely environment. A wide range of specialist equipment supports people's well-being and independence. This includes ceiling-track hoists, a passenger lift, specialist toilet facilities and assistive technology.

Outdoor areas are easily accessible, attractive and well maintained. The garden provides opportunities for relaxation, recreation and social interaction. The provider has invested in the construction of an additional home adjacent to the service. Once completed, both gardens will be connected, providing people with access to larger outdoor spaces and increased opportunities for recreation and relaxation.

The provider maintains effective systems for monitoring health and safety. We reviewed servicing and maintenance records and found evidence that fire safety systems, hoists, lifting equipment, water systems and other equipment are routinely inspected and maintained. There is an up-to-date fire and legionella risk assessment. We identified some storage issues within attic and landing areas. The provider recognised improvements were needed and will take action to address these. Hygiene and cleanliness standards are good. Staff follow a cleaning schedule to ensure the service remains clean and tidy. The kitchen has been inspected by the Food Standards Agency and appropriate food hygiene arrangements are in place. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations. Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out.

Leadership & Management — Good

People benefit from support provided by staff who have the skills, knowledge and qualifications needed to meet their assessed needs. Staff complete a range of mandatory and role-specific training through a combination of face-to-face and e-learning programmes. Staff told us training opportunities are relevant to their roles and help them feel confident in supporting people. Records relating to staff supervision confirm they are receiving the recommended levels of formal support. We found care staff are appropriately registered with Social Care Wales (SCW), the workforce regulator. The provider has systems in place to ensure safe recruitment practices are followed. A sample of staff files showed the required pre-employment checks had been completed, including references from previous employers, employment history checks and Disclosure and Barring Service (DBS) checks. We found evidence that newly appointed staff undertake a structured induction programme, to help them understand their role and the care and support needs of the people they support.

The home is led by an experienced and dedicated manager who oversees the day-to-day operation of the service. The manager is supported by a deputy manager, helping to ensure effective leadership, oversight and continuity. A comprehensive range of audits are undertaken covering medication, health and safety, maintenance, environmental checks and care provision. These systems support continuous improvement and help identify areas requiring action.

The responsible individual (RI) maintains a visible presence within the service and has good oversight of service delivery. We looked at documentation which confirmed the RI visits the service regularly, speaks to people and staff, analyses records in relation to service delivery and completes an inspection of the environment. Quality of care reviews are completed every six months to evaluate the performance of the service and identify opportunities for further development and improvement. Staff meetings are held regularly to ensure staff are kept informed of any changes within the service, share information, and discuss the quality of care and support being provided.

The service benefits from a stable and experienced workforce with very low staff turnover. Staffing levels are determined according to people's assessed needs and allow flexibility to support community activities and individual goals. We found sufficient staff were deployed throughout the inspection and people received timely support.

We reviewed a sample of policies and procedures, including those relating to safeguarding, infection prevention and control, and complaints management. These documents provide staff with guidance to support the safe delivery of care and support. While the policies reviewed were generally appropriate, some would benefit from updating to ensure they fully reflect current legislation, guidance and organisational arrangements.

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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