



## Morgana Court and Lodge



Morgana Court, Porthcawl Road, South Cornelly, Bridgend, CF33 4RE



01656746887



<http://silvercrestcare.co.uk/our-care-homes/morgana-court/>

The inspection visits for this service took place between 06/01/2026 and 07/01/2026

### Service Information:

Operated by:	Silvercrest Care Homes LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	63
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:

Morgana Court and Lodge is a care home, just outside of Porthcawl, providing care and support for up to 63 people. The home provides accommodation for people who require nursing or residential care and support. The Lodge has a particular focus on nursing care for people with dementia.

People experience good wellbeing outcomes overall and are treated with dignity and respect. People are supported to stay as healthy as possible, with systems in place to protect people in an environment that meets their needs. Care and support is good, with people's experiences being positive. At the last inspection improvements in this area were recommended and it is positive to see that the service has now achieved this. There are reliable systems in place for safeguarding, medication management, and infection control. The physical environment is good. It is safe and designed to support the needs of people who live there. The leadership and management at the service is good. Care staff have the correct training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

## Findings:



### Well-being

Good

People experience positive outcomes because they have choice and control over their day-to-day lives. Staff and nurses know people well and support them in line with their views, preferences and individual needs. Personal plans clearly identify people's health needs and risks to their well-being, which helps staff provide consistent and responsive care. People make meaningful choices about their daily routines, including what they eat. Staff support people to have meals prepared in the way they prefer. We saw good evidence of timely contact with health professionals. Referrals are made promptly to ensure people remain as well as possible and their health needs are met.

People told us they feel safe living at the home. There are effective systems in place to protect people from abuse and neglect. The service operates in a transparent manner, ensuring any concerns are reported to the appropriate agency(ies). Staff are also clear on their responsibilities and told us they feel confident raising concerns with managers. People are cared for by a skilled and appropriately trained workforce. We observed staff treating people with kindness, dignity and respect. Relatives told us they would feel confident to raise any issues with the management team.

People are supported to take part in activities they enjoy, which promotes their emotional well-being and quality of life. Three staff coordinate a varied programme of activities and support people to go out into the community. Notice boards provide clear information about activities and visiting professionals, such as hairdressers and chiropodists. People spoke positively about trips out, including visits to a garden centre and involvement in local fundraising events. Friends and relatives can visit when they wish and receive a warm welcome. Relatives we spoke with described communication with the service as "*good*" and told us the staff were "*very professional, kind and caring*".

People live in accommodation that supports their well-being. The environment is adapted to meet people's needs and promotes comfort and independence. Bedrooms are personalised and homely, and there are sufficient communal areas for people to spend time together or quietly on their own. The home is clean, well maintained and safe. Required checks and servicing of utilities and equipment are carried out. An efficient maintenance team supports the service, ensuring issues are addressed promptly.



## Care & Support

Good

People receive good quality care that supports them to achieve their personal outcomes. The service completes a thorough pre-admission assessment to ensure people's needs can be met safely before they move to the home. Personal plans clearly describe how people want to be supported. The plans we reviewed were detailed and provided staff with clear guidance to deliver care in line with people's preferences.

The service uses an electronic care planning system that enables nurses and care staff to access personal plans and risk assessments promptly. This supports effective communication and improves the recording and monitoring of people's care and support needs. Families are involved in reviews and are kept informed of changes to care plans. Regular reviews take place, which helps ensure care remains responsive. Deprivation of Liberty Safeguards (DoLS) referrals are made when care arrangements may restrict a person's liberty, supporting people's rights and legal protections.

People are supported to make choices about their day-to-day care. Monthly residents' meetings provide opportunities for people to share their views and influence how the service is run. We observed positive interactions between staff and people. Staff treated people with warmth, kindness and respect and responded promptly to people's needs. People told us staff were "*kind*" and "*marvellous*". Relatives told us they were "*impressed with the level of care*" provided.

People receive timely medical support. We saw clear evidence of appropriate referrals and effective communication between nursing staff and other health professionals, providing a robust audit trail. Medication management systems are safe and well organised. There are clear processes for the ordering, storage, administration and disposal of medicines. Controlled drugs are managed in line with legal requirements. These arrangements help ensure people receive their medicines safely and as prescribed.

Infection prevention and control is managed effectively. An infection control policy guides staff practice, including the management of outbreaks. Personal Protective Equipment (PPE) is readily available and used appropriately. Cleaning schedules are in place and followed, and the laundry system is well organised to reduce risks. These measures help protect people's health and well-being.



## Environment

**Good**

People live in either the lodge or court building, both of which provide comfortable environments that support their well-being. The home is clean, welcoming and well maintained. People choose to spend time in communal areas to socialise or remain in their own rooms if they prefer. Quiet spaces are available for people to meet with friends and relatives. A café area enables families to spend time together privately and access refreshments. The dining areas are bright and airy, which encourages people to enjoy mealtimes together. People told us they have enjoyed choosing and planting flowers in the outdoor areas, which are accessible to everyone and promote a sense of pride and belonging.

People personalise their bedrooms with their own belongings, which helps them feel at home. Bathrooms and toilets have specialist equipment where needed, supporting people's safety, dignity and independence. A lift provides access to the first floor for people with mobility needs. The housekeeping team maintains high standards of cleanliness and hygiene throughout the home. Laundry and kitchen areas are clean, organised and well maintained. The service has a Food Standards Agency rating of 4, which reflects good hygiene standards.

The provider has effective systems in place to maintain the environment and manage risks. A dedicated maintenance team ensures servicing, repairs and checks are carried out promptly. Fire safety equipment is tested regularly, and staff receive fire safety training. People have Personal Emergency Evacuation Plans in place, which guide staff during emergencies. Infection control is supported by a plentiful supply of PPE. Secure access arrangements, including doorbell entry, visitor sign-in procedures and a staffed reception during core hours, help keep people safe.



## Leadership & Management

Good

The Statement of Purpose for the service is clear and sets out the service's aims, values and how it will meet the care and support needs of the people who reside at the home. The service benefits from good leadership and management and the oversight and governance of the service is effective. The manager provides consistent leadership and drives improvement. Staff told us that "*things have changed for the better*" under the manager's leadership, which has had a positive impact on staff confidence and stability. Governance arrangements are robust and support the delivery of safe, high-quality care. Regular audits and quality assurance processes are used to monitor the service and identify areas for improvement. The Responsible Individual (RI) visits the service regularly and actively seeks feedback from people and staff. This information is used within the RI's three-monthly visits report to inform service oversight. The RI also completes a six-monthly quality of care report, which helps ensure standards are maintained and people's voices influence service development.

People are supported by a workforce that is safely recruited, trained and well supported. We saw evidence of structured induction arrangements, ongoing training, regular supervision and annual appraisal. Care staff are registered with Social Care Wales and nurses maintain valid professional PINs, which supports safe and competent practice. The service has established a stable core staff team, reducing reliance on agency staff. This improves continuity of care for people living at the home. Staff morale is good. Staff told us the manager is approachable and that they feel valued in their roles. A staff recognition programme is in place to acknowledge positive teamwork and commitment. This promotes staff well-being and contributes to a motivated workforce, benefiting people who live at the service.

The service has clear and accessible policies and procedures that provide practical guidance for staff. Complaints procedures are well established, ensuring people and families understand how to raise concerns or share feedback. Families told us communication with the management team is good and that they value being kept informed. These arrangements promote transparency, accountability and a culture of openness, which supports people's safety, well-being and confidence in the service.

## 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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