



Elm Lodge



Elm Lodge, The Parade, Carmarthen, SA31 1LZ



02920494445



www.integraclo.org

Date(s) of inspection visit(s):

07/04/2025, 08/04/2025

Service Information:

Operated by:	Integra Community Living Options Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	7
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

This is a residential care home for adults within easy walking distance of Carmarthen town centre. The stated purpose of the service is to offer individuals an aftercare provision, to transition from residential care to living more independently in their own accommodation.

People experience excellent wellbeing outcomes because the exemplary support people receive supports them to live well, and maintain and improve upon their physical and mental health. A collaborative effort between people and external agencies ensures highly effective safeguarding.

The care and support people receive is excellent because care workers know people well and have highly detailed, comprehensive and up to date care plans. Plans for people's care and support is co-produced between them, their representatives, relevant professionals and the service provider. The provider excels at consistently empowering people to identify and achieve wellbeing outcomes that may not have been previously considered.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Leadership and management is good because the provider has good oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Staff are safely recruited and receive effective induction and ongoing training.

Findings:



Well-being

Excellent

People living at Elm Lodge are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A person using the service told us, *"I'm treated with respect here. They're really nice."*

People have as much control as possible over their day to-day lives and understand their rights and entitlements. People are actively involved in decisions affecting them, ensuring their voices are respected and acted upon. People are offered choices in daily activities and have opportunities to reach their potential. People engage in activities that are meaningful to them, such as choosing meals, visiting family, engaging in hobbies and accessing facilities in the community. This shows people's interests, culture, life experiences, identity, spirituality, and relationships are recognised, valued and respected by leaders and care workers.

People are effectively supported to make informed choices by care workers and the management team, who listen attentively and provide clear information. This strong approach helps people to take charge of their lives with confidence and assurance.

People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

The service provider anticipates, identifies, and meets the Welsh language and cultural needs of people.

Highly effective support means people live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental, and emotional health because of the exemplary support they receive from care workers. People have positive experiences of living in Elm Lodge, improving their quality of life and helping them achieve their well-being outcomes.

Comprehensive safeguarding methods involve a collaborative effort between people and external agencies. A very strong support system ensures any risks are promptly identified and addressed. People are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued, and their rights and dignity are consistently upheld.

People's right to control their finances and personal property is respected and actively promoted,

maximising choice, control and independence. Where people are unable to manage their finances, the decisions made enhance their quality of life and support arrangements are clear, safe and accountable.

People live in accommodation which meets their needs. The provider prioritises people's well-being when evaluating whether the accommodation meets their needs.



People experience very high quality care and support because the manager conducts meticulous assessments of whether the service can meet their needs. People's compatibility with those people already living at Elm Lodge is important and given thorough consideration before they are offered a service. The manager gathers detailed information from other professionals and organisations already involved in people's care, to inform their decision on whether they can provide a service. They place exceptionally high value on their initial conversations with people to build very strong relationships with them.

Plans for care and support are co-produced between people using the service, their representatives, relevant professionals, and the service provider. People's personal plans are strengths based and outline how staff should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs. People and relevant representatives are encouraged to contribute to the regular review of personal plans, and plans are updated as changes in their needs or preferences occur.

Care workers apply the latest in evidence based practice to seek ways to improve care, treatment and support. People are empowered to identify and achieve sustainable new health and wellbeing outcomes that may not have been previously considered.

Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

The service provider uses very strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes.

People are kept safe by an exceptionally strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty.

Care workers work closely with people to involve them in understanding and administering their medication. They seek new ways to promote independence and collaborate with other agencies and advocates. Medication management systems are safe, medication records are complete, storage arrangements are robust and the overall administration of medication is effective.



Environment

Good

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. There is a large lounge and dining room, giving people space to interact with each other, their visitors and staff. The large kitchen offers another communal space for people to cook and socialise. Plans are in place for a spare room to be developed as a space for activities, meetings or some quiet time.

People live in a warm, comfortable and welcoming environment which is clean, tidy and well maintained. All the bedrooms have ensuite facilities. The communal bathroom is clean and well maintained.

Outside there is space for people to do a little gardening or use the smoking area.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and the upkeep of facilities ensures the safety and well-being of people using the service.

CCTV surveillance is overt, purposeful, lawful, and respects people's privacy and dignity.

Fire safety checks are undertaken in line with national guidance. We saw up to date safety certification is in place for utilities, equipment and fire safety.



Leadership & Management

Good

There are effective quality monitoring systems, including audits of care and support provided, visits to the service by leaders and feedback from people and staff. Feedback from people and staff is encouraged by the provider to support evaluating care quality. This information is used to drive continuous improvements in the service.

The manager and care workers know the people who use the service well and people are comfortable and confident in their company. Staff have confidence in each other and feel well supported. A member of the staff team told us, *"Every one of the staff is terrific."* People using the service trust and value the care workers, one person told us, *"The team here is lovely."*

The provider supports staff development at all levels. Staff complete comprehensive mandatory training and induction. Staff have a positive attitude to professional development and training compliance is very high. A member of staff told us, *"I've learnt a hell of a lot."* Staff told us they receive regular supervision and are positive about the support received during supervision.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by staff. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support.

The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

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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