



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Caewern Lodge



Caewern Lodge, Dwr Y Felin Road, Neath, SA10 7RH



02920 494445



<https://nationalcaregroup.com/view/caewern-lodge/>

The inspection visit took place on 14/05/2026

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:	6
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:

Caewern Lodge is in a residential area of Neath, close to shops and other amenities. There are convenient public transport links, making it easy for people to travel into Neath, Swansea or further afield. People also have shared use of the home's vehicle.

People enjoy an excellent quality of life. They have a powerful voice and are empowered to maintain control over their lives. Care staff treat people with the utmost dignity and respect, encouraging them to set and achieve realistic goals. People enjoy fun and rewarding activities tailored to their individual interests.

The service delivers an exceptional standard of care and support, enabling people to lead happy, healthy and fulfilled lives. People benefit from various initiatives which promote their health and well-being. Care planning and review processes are extremely thorough and highly effective.

The accommodation has a good range of facilities that promote privacy, independence and social interaction. People have influence over environmental changes and play an active role in keeping their home clean, safe and well-maintained.

The home has good leadership and management. The manager motivates and inspires care staff to deliver creative person-centred care. Staff are highly trained and feel valued and supported. The Responsible Individual (RI) and Area Operations Manager closely monitor the service through robust systems of audit.

Findings:



Well-being

Excellent

People experience excellent well-being. Care staff continually find new ways to give people positive and rewarding experiences, bringing various health initiatives to life through ongoing discussions and events. People make a meaningful contribution to their community by undertaking voluntary work and supporting initiatives that promote a sustainable environment. One person recently received an award from the mayor for their work during a volunteering project. People are also supported to follow their interests, develop daily living skills and increase independence. People feel happy at the home, with one person describing it as *“really chilled out”*. Another person said the best thing is *“living here!”*. The service has successfully helped people move on to live and work more independently in the community.

People receive highly effective support to manage their physical and mental health. Care staff educate and empower people to make healthy lifestyle choices while ensuring they have access to health services. Care is person-centred and guided by well-detailed personal plans; these provide excellent insight into who people are and what matters to them most. Care staff are calm and confident in their approach to care. They use timely praise and encouragement to recognise people's contributions to home life, helping to build confidence, motivation and a strong sense of achievement. The manager proudly informed us that a staff member received an 'Outstanding Achievement' award for the exceptional support they provided an individual at a time of crisis.

The service works in partnership with people to ensure they have as much choice and control over their lives as possible. People's voices are truly heard and respected. They are encouraged to share their opinions during monthly resident meetings, with care staff actively involving them in decisions about home life. For example, people are encouraged to decide how domestic duties are shared, taking into account individual strengths and preferences. Care staff listen to people and work collaboratively with professionals to help facilitate their chosen activities and outings. People maintain contact with family and often spend time in the community connecting with others.

The service helps keep people safe by embedding safeguarding principles into everyday practice. People live in a safe, comfortable environment that continues to develop and improve. Care staff understand how to support people safely, in line with individual risk management plans. People have developed strong, trusting relationships with care staff and feel confident raising concerns. One person said, *“It's really good; I go straight to staff with any problem and they'll sort it”*. People's rights are actively promoted, with regular reminders about how to make a complaint and access advocacy support. Information about the service is readily available, with further details being added to the written guide. We found that the service is achieving the aims and objectives set out in its statement of purpose.



The provider completes detailed initial assessments to determine whether the service can safely meet people's needs. These consider information from professionals and any existing care plans. People are fully supported as they move into the home. Managers carefully assess compatibility and keep people informed about visits and moving arrangements. One person said, *"It was really good when I moved in. I had an overnight first and then built up to a full transition"*. Professionals have also observed improvements in people's well-being after they have spent time at the home.

People receive exceptional care and support because they are fully involved in planning and reviewing their care. Personal plans are consistently completed to a high standard, reflecting clearly what people want to achieve, the strategies for supporting them and their care preferences and routines. These plans are regularly and thoughtfully reviewed. Review records are extremely thorough and demonstrate how care staff encourage people to reflect on their experiences, make decisions about their care and support and instigate change where needed. This review process gives people a strong sense of ownership, helping them set and achieve goals that promote their health and well-being. The service is trialling a new way to record goals, so they are more visible and easier to monitor over time.

The service promotes health in a creative and proactive way. People are encouraged to talk openly about health matters and express their thoughts through poetry and art. Information about physical and mental health conditions, along with available support services, is displayed bilingually and in a suitable format. Health topics are also explored during resident meetings to improve understanding and reduce stigma. The manager has earned people's trust as the men's health champion. These powerful health promotion initiatives have proved to be highly effective in empowering people to take a more active role in their health, ask questions and seek support when needed.

People receive excellent support to manage their medication. Care staff excel in helping people understand how to take medicines safely, building confidence and independence through bespoke risk assessments and regular spot checks. Support is personalised, with realistic goals to motivate people and maximise their independence. The service has introduced an electronic medication system, which staff find easy to use. It includes prompts to give medicines on time and allows 'as required' medicines to be monitored effectively. We saw that medicines are stored appropriately. Records confirm that care staff complete regular training and competency assessments. Policies relating to the safe, responsible use of medication are also discussed during staff meetings.

The service promotes a good standard of hygiene to reduce infection risks. People are supported to follow cleaning schedules, helping them maintain a clean environment through tasks such as vacuuming, mopping, recycling and cleaning lounge and kitchen areas after use. Care staff also have cleaning duties and access to a good supply of personal protective equipment (PPE).



Environment

Good

Caewern Lodge has a calm, welcoming atmosphere. The environment is personalised and includes some homely touches, such as photographs and other decorative items that are meaningful to people. Bedrooms are appropriately furnished and decorated to reflect individual interests. We found that vacant rooms require a deep clean and some refurbishment, although there are plans in place to address this. People are involved in making decisions about environmental changes, including the paint colours and furnishings in their own rooms. They have also chosen to convert an unused conservatory into a multigym, and work has begun to facilitate this. Although there is no current demand for a service in Welsh, the Welsh language and culture are promoted through bilingual documents and posters, which include translated words and phrases. Staff are also required to complete a Welsh language awareness course.

The home has a good range of facilities to support an independent lifestyle, while offering both private and communal space where people can relax and socialise with others. People are comfortable in their surroundings as they follow their preferred routines. They spend time in their own bedrooms and make use of the communal areas, which consist of a lounge, kitchen and dining room with additional conservatory. People appeared at ease with one another as they dined together and shared responsibility for preparing meals and cleaning up afterwards. We saw that many parts of the home have been redecorated since the last inspection.

People have access to pleasant outdoor space, including a large lawn and patio with views of the countryside. The front garden includes designated areas where each person can enjoy activities, such as growing vegetables and fruit trees and creating wildflower borders. There is also a smoking area at the back of the property and space to safely store equipment. The service recognises and draws on people's strengths by inviting them to share their gardening skills and ideas with others.

The accommodation and facilities are safe and well-maintained, with the home and grounds in a good overall state of repair. Care staff reported that repairs are easy to request and are usually completed promptly. Records confirm that gas and electrical inspections, along with the servicing of fire safety equipment, are carried out within recommended timescales. Work to further improve fire safety is also underway in response to an independent fire risk assessment. Care staff can easily access personal emergency evacuation plans, and they practise fire drills regularly, including when new people move in or new staff start work. People are involved in carrying out routine health and safety checks, such as monitoring water temperatures and window restrictors. This helps them take some responsibility for keeping their environment safe.



The service has effective leaders who promote a positive and inclusive working culture. The manager and team leaders are highly respected in their roles. The provider ensures service continuity and stability when the manager is absent, enabling team members to develop their roles with increased support from senior leaders. Staff feel listened to, valued and supported, which helps boost morale. Staff told us, *“My manager and team leaders are brilliant”* and *“We feel human... everyone has a voice”*. Records show that staff engage in meaningful reflection during formal supervision meetings and annual appraisals. The manager should continue to strengthen practice by ensuring supervision meetings take place at least quarterly.

Staffing levels are kept under review. The service maintains minimum staffing numbers on each shift, which are increased as needed to support appointments, activities, changes to people's needs and an increase in occupancy or risk. Staff know how to access support out of hours should they need it. The manager has implemented strategies to support staff who have struggled with their working patterns. This needs to be monitored carefully to ensure shift patterns are appropriate and staff do not work without adequate rest breaks. Records confirm that staff go through a robust recruitment process before being employed. This includes Disclosure and Barring Service (DBS) checks, which are renewed every three years.

The provider places a strong emphasis on staff training. Staff complete a comprehensive induction programme, along with mandatory and specialist training relevant to people's needs. They are not permitted to work unless all mandatory training is up to date. This is highly effective in ensuring staff have the knowledge and skills to provide high-quality care and support. Staff reflected positively on the quality of their training and confirmed they can request additional courses if desired. Staff are registered with Social Care Wales, and their ongoing professional development is encouraged. There are opportunities for career progression, with managers supporting staff to take on new responsibilities. This helps keep staff motivated and suitably challenged. Staff have received various awards in recognition of their achievements, including the Team of the Year 2026 award at the Together We Care Awards.

There are robust governance arrangements in place to promote high standards. The Responsible Individual (RI) formally reviews the quality of the service through three-monthly visits and six-monthly quality-of-care reviews. These show that people have had positive experiences, which enhance their independence and overall quality of life. Senior staff complete extensive audits to monitor practice, which are overseen by the Area Operations Manager and RI. Audit compliance rates are high, demonstrating that the service is safe and meeting expected standards. Policies are routinely reviewed, easy to access and regularly discussed with staff. Managers also record and respond to complaints effectively, using them as opportunities to identify and share learning.

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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