



Woodland Lodge Care Home



Woodland Lodge, Tenby, SA70 8RA



01834843440

Date(s) of inspection visit(s):

29/04/2025

Service Information:

Operated by:	Woodhill Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	19
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Woodland Lodge is located just outside the seaside town of Tenby and offers care to up to 19 people. It is a residential home and does not provide nursing care.

During this inspection the rating awarded for Wellbeing is 'Good' as the care and support people receive is person centred and enables them to achieve their health and well-being outcomes. People have developed positive relationships with familiar and caring staff. The rating awarded for Care and Support is 'Good' because people receive care and support from a team of committed and competent care staff. Care workers are guided by accurate and individualised personal plans which enable them to meet people's needs. The rating awarded for the Environment is 'Good' as the service is well maintained, safe and homely. The rating awarded for Leadership and Management is 'Good' as there is effective oversight of the service by the RI and the manager leads a dedicated team of staff who have been recruited safely and feel supported.

Findings:



Well-being

Good

People living in Woodland Lodge are treated with dignity and respect. Care staff know people well and are aware of how they want their care to be delivered. People are consulted about their care and care plans specify people's individual preferences about their care delivery. We saw people being offered choice over their lunchtime meal, where they wanted to spend their time during the day, activities in which they wished to participate and the clothes they wanted to wear. Care records identify areas in which people can be independent and these are encouraged whenever possible. We saw care staff talking with people in an interested and engaged way.

People are safe and protected from abuse and neglect. The environment in which they live is secure, warm, well maintained and suited to their needs. People have access to the equipment they need. Care staff are trained in safeguarding vulnerable adults and the service has a safeguarding and a whistleblowing policy. People told us they would raise any concerns or worries they might have with care staff and the manager and they believe they will be listened to.

People are supported to maintain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and understand the importance they hold in people's lives. Friends and family are encouraged to visit the home and are made to feel welcome.

There are numerous areas in the home where people can meet comfortably either in a social environment or in privacy, according to their wishes. The layout and decoration of the home and quality of the furnishings and fixtures meets people's needs. We were told of plans to further enhance the environment in order to increase the positive impact this has on people's overall well-being.

Support is offered in a caring and considerate way. Care staff know people well and we saw interested and meaningful conversations with people taking place. Care staff take time to sit with people in a calm and unhurried manner and show a genuine interest in them. This enables care staff to actively support people's emotional and psychological well-being.



Care & Support

Good

People receive a thorough assessment of their needs prior to being offered accommodation at Woodland Lodge. This enables them to receive good quality care because their personal needs are identified, together with intended outcomes. People are involved in the assessment whenever possible. Family members and relevant professionals are also appropriately consulted during the assessment process. This information fully informs the decision about whether Woodland Lodge can provide a service to people.

Detailed plans of care are developed for each person living in the care home. People are involved in this process whenever possible, together with their representatives and relevant professionals, to ensure the care plan is tailored to their specific needs and wishes. People's personal plans identify intended outcomes and aim to encourage people to be as independent and fulfilled as possible. Care plans are reviewed regularly to ensure they are up to date and people and their representatives are included in this. Care staff have a good knowledge of the information contained in people's care plans and can therefore tailor care to meet identified aims and objectives.

People's health is actively promoted and the advice of relevant professionals is sought promptly and appropriately. Care records clearly note involvement of social and healthcare professionals. Importance is placed on providing people with a wide variety of appetising and nutritious meals. People are offered a healthy and balanced diet and specialist dietary needs are routinely catered for. Kitchen staff know people's individual needs and preferences and endeavour to meet these. Meals are home-made with ingredients which are bought at local butchers, farm shops and supermarkets. People are always offered an alternative to the main meal if they want this. People spoke very highly of the afternoon tea trolley which offers them a daily choice of home-made cakes and sandwiches. People choose where they want to eat and we saw meals taken in the lounges and in the well-presented dining room. People take their time over their meals and any assistance needed is given in a discreet and dignified way.

People are kept safe from harm and abuse. Care staff receive training in the safeguarding of vulnerable adults and a policy is in place which provides care staff with comprehensive information about how to recognise signs of abuse. Care staff know what they must do if they suspect a person is at risk. People told us they know who to approach if they are concerned about their safety and believe they will be listened to. People's liberty is protected in line with legislation, and we saw that Deprivation of Liberty Safeguards (DoLS) applications are made appropriately. People's medication is safely managed. Care workers have received training in the safe administration of medication and their competency is assessed. People are protected as much as possible from the risk of infection because the home is kept clean and hygienic. Food hygiene practices are good and records are kept of kitchen cleaning schedules and food handling procedures.



Environment

Good

Woodland Lodge offers people a warm, relaxed and homely environment in which to live. The home is comfortable, clean and tidy. Systems are in place for the continuing maintenance and upkeep of the service. The manager described plans to further enhance the environment for the benefit of people living in the home. The environment is hygienic and kept clear of clutter. Shared bathrooms and toilets are very clean, tidy, and demonstrate due regard to infection control.

People's bedrooms are spacious, light and well equipped, with several having sea views. People personalise their rooms with their own belongings, such as pictures, photographs, ornaments and small items of furniture. People's rooms reflect their interests and what is important to them. There are two lounges and a dining room available to people, in addition to several smaller areas where people can sit, giving them space to interact with each other, their visitors and staff or to spend time alone if they choose.

The home benefits from a pleasant patio area with seating to the rear of the building. The area is enclosed and easily accessible. We saw people enjoying planting flowers in containers to decorate the patio. One person told us they are also looking forward to planting vegetables in this area.

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

Serviceable equipment has regular maintenance checks. Fire safety checks are carried out and we saw up to date safety certification is in place for utilities and equipment.



Leadership & Management

Good

Effective arrangements are in place for monitoring, reviewing and improving the quality of the service. Staff told us they are familiar with the RI as they visits the home frequently. The RI completes detailed quality of care reports. Quality of care reviews are produced in which the quality of the service is measured in order to improve the support provided. These documents demonstrate that the RI speaks with people, staff and relatives and has good oversight of the service.

The manager is well supported by a deputy and senior care workers. They have worked together effectively to create a friendly and caring culture, which enables people to live as well as possible. A care worker told us: *"I really enjoy my work. I can see we make a difference to the lives of people living here"*. Another said: *"the manager has introduced some changes and they are working out really well, the residents are benefitting from these"*. People, their representatives and care staff told us they have confidence in the manager and feel they can discuss any ideas or concerns they have with them.

Care staff receive regular one-on-one supervision sessions, at least quarterly, and an annual review to provide feedback and identify any training needs. They told us they feel well supported and have confidence in their manager. Care staff demonstrate a good understanding of their responsibilities in relation to safeguarding. Policies and procedures are in place to guide them and support good practice.

There are recruitment and selection processes for employing staff to ensure they are trustworthy. Pre-employment checks take place before new employees start work. These include obtaining references and Disclosure and Barring Service (DBS) checks. Staff are trained to ensure they are competent and confident to carry out their roles effectively. New staff receive induction training and ongoing mandatory training to enable them to meet people's needs. Staff are up to date, or are booked to carry out, mandatory training and requests for service specific training are encouraged. Training takes place face to face and online. All care staff are registered, or are in the process of registering, with Social Care Wales, the workforce regulator.

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.

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.