



Cefn Lodge Care Home



Cefn Lodge Nursing Home, 16 Cefn Parc, Neath, SA10 6YR



01792815778



www.cefnlodgenursinghome.com

Date(s) of inspection visit(s):

10/07/2025, 11/07/2025

Service Information:

| | |
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| Operated by: | Cefn Lodge Limited |
| 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: | 35 |
| 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:

Cefn Lodge Care Home is a 35 bed Nursing and Residential Home situated in Cefn Parc on the outskirts of Skewen, a residential suburb of Neath. It provides nursing and personal care to people with a range of complex conditions such as dementia. The service sits in well maintained grounds in a quiet location with good links to the local community.

People experience good wellbeing outcomes as they lead happy fulfilling lives supported by knowledgeable and motivated staff who know them and communicate well. People are supported to live well, with opportunities to maintain, develop, and explore new interests and friendships.

Care and support is good; care planning documentation is strength-based and outcome focussed placing people at the heart of the service. People, relatives and visiting professionals gave consistently good feedback of the care provided and the frequent communication they have from the service.

The environment is good and evidences the provider is putting people at the heart of the service with significant ongoing financial investment.

The Leadership and management are good through being accessible, visible and by fostering an inclusive culture. Governance and quality assurance arrangements are strong, consistent and focus on service improvements.

Findings:



Well-being

Good

People are treated with dignity and respect by staff. There is an experienced and stable staff team that are generally from the local community and know people very well. There is a core number of care workers that have worked at the service for many years. There is a real sense of family and mutual respect within the home. There is a can-do culture driven by the manager and supported by staff. We saw many positive interactions throughout the inspection, always respectful and often with lots of laughter. People told us *“I love the staff; they always cheer me up”* and *“I don’t know what I would do without them”*. We saw ad hoc activities, evidently cheering people up including singalongs and karaoke. Staff have strong trusted bonds with people and are able to reduce people’s anxiety through patience, sensitivity, distraction and fun. This is especially important for people living with dementia.

People have positive experiences, improving their quality of life and helping them achieve their well-being outcomes. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. They are also encouraged to develop new ones, especially people new to the service. Visitors are made to feel welcome and referred to by staff as part of the Cefn Lodge family. At the time of inspection, we were told the person responsible for activities was off for several weeks. However, staff were keen to ensure people continue to be stimulated and occupied. This was through daily interactions and events. There was a singer at the home on the afternoon of our inspection and other future events noted on an activities board. These include baking, gardening, exercise classes and arts and crafts. We found personal plans were outcome focussed.

People are provided with a secure and uplifting environment where they always feel safe. There are strong and effective safeguarding arrangements in place of which staff are familiar. Safeguarding training is provided to all staff, and a clear policy in place. There are effective mechanisms to ensure every voice is heard and respected. There are strong support systems to ensure any risks are promptly identified and addressed. People told us *“I feel so much safer here”* and *“I can raise anything with staff”*. The home is clean and well maintained throughout with effective health and safety checks being carried out. The provider continues to financially invest in the service and has plans to continue to improve the environment for the benefit of people.



People's personal plans are strength based and outline how staff should support people to achieve their wellbeing outcomes. They refer to people consistently in a positive way and include past histories, family make-up, preferences, routines and beliefs. They evidenced the involvement of external health and social care professionals. A health care professional told us "It's a partnership approach". Personal plans and any risk assessments are regularly reviewed. Although people and relatives are involved in this process, this could be made clearer within documentation. Staff are kind, compassionate and caring and provide care and support in a way that promotes routines and structures for people in line with their needs and preferences.

The provider ensures people have access to a highly nutritious and balanced diet. There is a knowledgeable and motivated catering team who take real pride in providing people with good quality food. Staff know the dietary needs of people very well and were seen throughout the inspection encouraging and supporting people to eat and drink. There is a seasonal menu and a few daily options for people to choose. We saw and spoke to several relatives eating lunch with people. They told us they are always made to feel welcome. Feedback from people and their relatives were positive on food, including comments like "*a good choice of food, which is always nice*" and "*we regularly visit on a Sunday and have Sunday lunch*". People have good choice of where to eat either at dining tables with friends and family, in their rooms or on moveable tables sitting in their favourite chairs.

People are assisted and supported to attend and participate in health checks and activities relating to health promotion. In discussion, we found staff very aware of their key role in promoting health and wellbeing. Staff have detailed knowledge of people's health needs, including a range of long-term and complex conditions. They work consistently in partnership with a number of external professionals including occupational therapists, community psychiatric nurses and speech and language therapists. The service also places great importance on dental care and continues to be part of 'Gwên am Byth' a national oral health improvement programme. We saw detailed Health passports, containing valuable information if people are admitted to hospital.

People receive medication in a person-centred way considering choice, individuality and independence. There is a thorough and appropriate medication policy and procedures in place. Experienced, well-trained nurses and senior staff administer medication, monitored and assessed regularly by the manager. Medication storage is appropriate, safe and medication records accurate and closely monitored.



Environment

Good

The provider is significantly financially investing in the service for the benefit of people. We saw new good quality laminate flooring throughout the building and a variety of redecoration either completed or planned in both communal and bedroom areas. People have access to a good variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. We spoke to several people living at the home who said, *"it's a lovely place to live"* and *"staff are so welcoming to my family when visiting"*. A relative told us *"Its excellent, feels like home from home"*. A visiting healthcare professional said, *"it's so homely and comfortable"*. These comments were supported by what we saw at inspection. We saw people thoroughly enjoying the communal space in both the ground and first floor areas of the home. We found these areas meet people's needs, promote independence and provide opportunities for activities and recreation.

The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call systems and moving/ handling equipment. We found bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. There are plans to further improve the environment for people living with dementia as well as installing bi-lingual signage throughout the home.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency. The home was clean, tidy and uncluttered throughout. People benefit from a dedicated maintenance officer and domestic staff who continue to make a positive difference to their lives in maintaining a good environment. There are cleaning schedules in place and a range of audits completed by the maintenance officer, manager, catering manager and responsible individual. These include key areas such as fire, health and safety and infection prevention and control. Staff training is up to date in these areas. We saw a clear and consistent system in place ensuring all utilities are inspected and safe to use, supported by the relevant certificates.



Leadership & Management

Good

The service provider's oversight and governance arrangements foster a positive and compassionate culture in the service. The Leadership team lead by example in supporting and being accessible to staff, people, relatives and visiting professionals. People are placed at the heart of the service. Comments from staff include *"I'm very comfortable with the manager, I can always approach them"* and *"I feel well supported, it's a positive place to work"*. A relative said *"I have great confidence in the management team and would know where to go with my concerns"*. A professional said *"the manager communicates very well"*. There are effective quality monitoring systems including audits of care and support provided. These are undertaken by the manager and RI and are informed by feedback from people, relatives staff and visiting professionals. This information is used to assess the quality of care and drive continuous improvements in the service.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified, supported and trained staff to deliver quality care and support. The provider regularly checks and adjusts the staffing levels and skills mix to match the changing needs of the people they support. There is minimal use of agency staff, and two new staff are being recruited to address current shortfalls. There are good training and development opportunities for staff to access. The management team are exploring further training based on the needs of the people they support. We found consistent staff supervision, and an open-door policy by managers. Although staff annual appraisal needs to be more consistent. There is open daily communication across the service and regular team meetings. New staff are well supported by the service provider through effective induction.

The service provider has strict selection and vetting processes for hiring staff to ensure all staff and volunteers are qualified and trustworthy. Staff files contain the appropriate information and are well organised evidencing staff are suitable to work with vulnerable people. We saw good human resource (HR) support provided to managers and any staff performance issues dealt with quickly and in a supportive manner.

The service provider celebrates the achievements of staff through initiatives, recognising those who provide outstanding care and support. Success is celebrated as a team within supervision and appraisal meetings. We saw and staff said they are regularly praised by managers. Staff said, *"the manager recognises the good work we do"* and *"managers will praise you when doing well and support you when needed"*. There is a staff incentive and bonus policy in place which sets out clearly ways in which staff are recognised and rewarded, this includes financially.

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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