



Cwmgelli Lodge Ltd



Cwmgelli Lodge, Lon Pennant, Blackwood, NP12 1BR



01495232500



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The inspection visits for this service took place between 03/03/2026 and 04/03/2026

Service Information:

Operated by:	Cwm Gelli Care 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 learning disability, Provision for mental health
Registered places:	27
Main language(s):	Welsh and 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

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Cwmgelli Lodge is a purpose-built 27 bed specialist nursing home located in a residential area of Blackwood within the Caerphilly Borough.

People's well-being is rated as excellent, staff consistently encourage everyday choice, support autonomy, and promote dignity and respect. There is a wide and varied range of group and individual activities available and access to a well-equipped activity hub on site promoting physical, emotional and mental well-being.

People's care and support is rated good, personal plans clearly set out how individuals prefer their needs to be met and identify individual goals people would like to achieve. These are reviewed regularly, to ensure they remain relevant to people.

The environment people live in is rated excellent, people benefit from living in a safe, very well-maintained setting that supports both independence and security.

Leadership and management are effective, with quality assurance arrangements that promote continuous improvement and ensure good standards of care.

Findings:



Well-being

Excellent

People living at Cwmgelli Lodge experience consistently excellent well-being outcomes, supported by a highly motivated, skilled and compassionate staff team. There is a strong organisational ethos that promotes enriched, meaningful and rewarding lives, where people's individuality, preferences and strengths are recognised. Staff engage with people in ways that build confidence, autonomy and emotional resilience. Individuals appear relaxed and extremely well cared for, demonstrating the positive impact of the therapeutic environment.

There is a rich programme of meaningful activities, shaped around personal choice and designed to enhance physical, emotional and mental well-being. The activity team are enthusiastic and creative, tailoring opportunities to people's interests and aspirations. Examples include weekly cooking sessions that promote independence and life skills. Visits from entertainers and therapeutic animals, which supports sensory stimulation and emotional comfort. Themed events and personalised community outings, enable social participation and variety. People also have access to a well-equipped activity hub, enhancing opportunities for individuals to engage in meaningful one-to-one and group activities, supporting choice, connection, and well-being.

Staff consistently embrace individuality and place the person at the centre of all decisions. People are encouraged to shape their daily routines, for example, where and how to spend their day, food and drink options. The provider emphasises independence and choice through proactive risk management. Plans are person centred, include people's preferences and focus on people's strengths and abilities, with the opportunity to contribute to the ongoing review of these.

People are encouraged and assisted by staff to be as healthy as they can be. Staff are highly skilled in helping and soothing people who are distressed. A strong multidisciplinary approach, including physiotherapy, occupational therapy and behavioural support ensures that people benefit from coordinated, specialist-led interventions. Staff know people extremely well, enabling timely recognition of changes and swift access to medical support. People consistently receive their prescribed medicines to help them stay healthy.

The service protects people from harm through a safe and extremely well-maintained environment with repairs promptly addressed. Staff actively safeguard people from harm and abuse, reporting concerns and incidents promptly. Risks are assessed and mitigated, allowing for informed choices about care and activities. The necessary authorisations are in place for people whose freedom is restricted. Recruitment and vetting processes ensure staff are suitable for their roles.

The service celebrates and embraces Welsh culture and employs some staff who are Welsh

speakers. While no one currently requests documentation or support in Welsh, this could be facilitated if needed.



Care & Support

Good

The service provides good quality person centred support. People benefit from stable, caring relationships with staff, effective multidisciplinary oversight, and systems that promote safety, dignity and choice.

Throughout our inspection, we observed consistently kind, respectful and caring interactions between staff and the people they support. Staff demonstrated a clear understanding of individuals' preferences, needs, and communication styles. As a result, people appeared relaxed, comfortable and reassured. Feedback from people and their families was positive, with comments such as, *"Staff are amazing"* and *"We have seen such an improvement since they moved to this service."*

Before a person moves into the service, a thorough assessment is completed to ensure their needs can be met. This leads to the development of bespoke personal plans which clearly sets out how individuals wish to be supported and the areas where they may require assistance. Plans identify and build on a person's abilities, interests and skills. Risk assessments clearly highlight areas of vulnerability and set out proportionate measures to keep people safe. A positive approach to risk encourages people to make informed choices about their care and activities. Personal plans are reviewed regularly to ensure they remain up to date, and opportunities for people to be involved in this process will be further strengthened going forward. People receive support to consider their own individual goals and outcomes and what support would be needed to achieve these, evidence of this will also be strengthened going forward.

A strong multidisciplinary approach supports people's health, well-being and recovery. Therapy and clinical staff work alongside care staff to provide holistic care to meet peoples needs. When people experience distress or anxiety, staff respond in a calm, skilled manner that maintains dignity and minimises impact on others. Behaviour support strategies are reviewed on a regular basis to ensure they remain appropriate and give clear guidance for staff to follow.

People's wider health needs are monitored effectively. Appropriate referrals to external health and social care professionals are made, and recommendations are acted upon. Medication is managed safely, with secure storage, access restricted to authorised staff and regular audits carried out to address any issues.

There are systems in place to ensure people's best interests are promoted. People's liberty is protected in line with legislation. The service maintains a record of applications it has made and expiry dates, to ensure the necessary legal arrangements remain valid.



Environment

Excellent

Cwmgelli Lodge offers an exceptional living environment where people benefit from high-quality communal and personal spaces that actively enhance their well-being. The building has been purposefully designed to create a bright, uplifting and vibrant atmosphere, and the consistently high standard of maintenance contributes to people feeling safe, valued and comfortable. The layout across two floors provides spacious, accessible accommodation, equipped with a range of assistive technologies that promote independence and enable people to live as autonomously as possible. A well-equipped activity hub provides additional opportunities for individuals to engage in meaningful one-to-one and group activities.

People's rooms and personal spaces are highly individualised, reflecting their tastes, interests and what matters most to them. This personalisation creates a strong sense of identity, belonging and emotional security. Rooms are thoughtfully designed with ample space, allowing for the safe and effective use of a wide range of specialist equipment. Communal areas are warm, homely and welcoming, giving people choice about where they spend their time and how they engage with others.

Throughout the inspection, people were seen moving confidently and independently around the environment, while others appeared relaxed, calm and settled within their surroundings, demonstrating that they feel safe, at ease and fully comfortable in their home. The service provides easily accessible outdoor areas that have been thoughtfully developed to offer a more sensory, stimulating and attractive space for people to enjoy.

Facilities and equipment are well maintained, safe and used to maximise people's independence and participation. When equipment issues arise, repairs are reported promptly and addressed without delay, ensuring continuity of support. Potential hazards are well managed, and any areas posing risk are swiftly secured to protect people's safety without unnecessarily limiting their freedom. Dedicated maintenance staff carry out day-to-day repairs, improvements and planned safety checks, while specialist contractors are used appropriately for more complex work.

The service maintains exceptionally high standards of hygiene and infection control, creating a clean, fresh and safe environment throughout the home. Dedicated domestic staff ensure all areas are consistently well presented, and this was noted during our inspection. The service has been awarded a food hygiene rating of 5, demonstrating very good food hygiene standards.

Robust systems are in place to protect people in the event of an emergency. Personal Emergency Evacuation Plans (PEEPs) are readily available, and records show staff complete regular fire safety training. Routine fire safety checks, including scheduled fire drills, ensure everyone knows how to respond safely and confidently.



Leadership & Management

Good

Leadership and management at Cwmgelli Lodge are effective and focused on supporting people to achieve good well-being outcomes. The statement of purpose and guide to services state what people can expect whilst living there, with the service reflective of the contents. Provider oversight and established governance arrangements help maintain a positive, compassionate culture where staff feel supported to deliver good-quality care. The Responsible Individual (RI) maintains regular and proactive contact with the service, demonstrating oversight. We are assured that future RI visits will include more detailed evidence of the people engaged with and the records reviewed, further strengthening governance and transparency. Six-monthly quality of care reviews identify strengths and areas for further development, promoting continuous improvement. The required annual return and regulatory notifications are submitted in line with expectations.

The service manager provides daily operational oversight, supported by a deputy manager, clinicians and senior staff. The manager is suitably qualified and experienced, offering visible and accessible leadership. The management team play an active role in nurturing and guiding staff, enabling them to deliver safe and person-centred care. Systems for monitoring people's health and well-being are clear and effective, with follow-up actions documented to ensure consistency. A complaints process is in place, and compliments from relatives and professionals are routinely shared, helping to recognise good practice.

Recruitment processes are robust and designed to promote safety. Staff provide appropriate identification and references, and Disclosure and Barring Service (DBS) checks are completed before employment begins. New staff receive a structured induction and complete mandatory training to equip them with the knowledge and skills needed for their roles.

People benefit from support provided by a skilled and knowledgeable staff team who understand their individual needs and preferences. Ongoing training ensures staff remain confident and competent in their practice. Staff receive regular one-to-one supervision, offering opportunities to reflect on their work and discuss professional development. All eligible care staff are registered with Social Care Wales, the workforce regulator, and nurse registrations are maintained, evidencing their suitability to practice. Staff reported they are happy in their roles and feel well supported by the management team.

Staffing levels were appropriate throughout the inspection, ensuring people's needs were met in a timely and safe manner. The rota showed consistent staffing with no use of agency staff, supporting continuity and stable relationships for the people who live at 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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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