



Inspection Report on

Woodland Lodge

Blackwood

Date Inspection Completed

21/11/2024

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About Woodland Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cwtch Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an “Active Offer” of the Welsh Language

Summary

People receive a good standard of care and are happy living at this service. People are supported to live meaningful and active lives and receive care in the way that best meets their needs. People’s individuality is celebrated at this service, and they are supported by a dedicated and caring team of care workers.

Care workers are happy working at this service. They told us they are supported by the manager and Responsible Individual (RI) and can raise any matters whenever they need to. Care workers receive appropriate training for their role and are supported to develop their skills by further training if they wish. Care workers work flexibly to meet the needs of the service and to support the people who live there.

The RI has good oversight of the service and is supported by a manager. There are good governance and oversight arrangements in place within the service to ensure its smooth operation.

The service has undergone a series of improvements and is clean, clutter free and a homely warm environment for those who live there.

Well-being

During the inspection we observed care workers to be responsive to people's needs. People are relaxed and comfortable with care workers, and clearly have formed trusting relationships with them. There is an established and longstanding team of care workers at this service, who create a warm and welcoming environment. Care workers know people well and know how to support people to be as independent as they are able but step in with more support when needed. We observed care workers using a variety of skills to support people's communication. Objects of reference are used successfully with some people at the service to support their communication and understanding.

People are provided with choice about their daily lives, from what foods to eat, what activities they may want to do and offers of community-based activities and trips. These are all choices for people at the service every day. There is a range of home-based activities for people to enjoy within service and care workers facilitate and empower people to make their own choices based on their known likes and preferences. Care workers know people well. Care workers identify any changes in people's health and presentation quickly to be able to call on the right support and advice to promote good physical and emotional well-being.

People's personal plans contain well-being goals for people to work towards. The plans set out how people can be supported to achieve these goals and focus on people's strengths. People's skills and abilities are celebrated and whilst personal plans also set out people's needs; it is done in a way that empowers people to do as much as they are able and care workers support when needed.

There are robust safeguarding procedures in place within the service. All staff receive regular safeguarding training and understand what to do should they encounter a safeguarding incident and so people are protected from harm and abuse.

The service is working towards the Active Offer of the Welsh Language. Care workers are able to access Welsh Language courses if they wish, and there is a large noticeboard displayed within the service which includes bi-lingual days of the week as well as local weather.

Care and Support

Before moving into the service, a thorough assessment is completed to be sure the service can meet a person's needs. This assessment forms the basis for people's personal plans. These plans set out people's strengths and needs as well as detailing how people like to be supported. Personal plans are detailed and personalised, setting out how people want to receive their care, and how to support them to be involved as much as they are able. Each person has a section within their personal plan entitled 'My Best Day', which describes how the person's favourite day would look including when they would wake up, what they would eat, how they would spend their time and how they would like to retire to bed in the evening. Personal plans are reviewed regularly and there is good oversight by the manager as to what, if any, changes have been made at each review. Where appropriate there are risk assessments in place which support people to safely participate in activities with risks considered and lowered as much as possible. People and their families are involved in reviewing people's personal plans and risk assessments.

During the inspection we observed positive interactions between care workers and people at the service. Care workers are responsive to people's needs and offer a choice of activities to people to maintain their interests throughout the day. We observed warm and friendly relationships between care workers and staff during the inspection. People at the service are offered choice of meals and their choices were actioned by care workers. Shift patterns at the service are organised flexibly so it does not impact people being able to go out for longer day trips, and holidays.

We saw evidence of referrals to external agencies including the Learning Disability Team, General Practitioner (GP), and chiropodist. All of this shows commitment to promoting people's physical health and well-being.

We observed care workers wearing Personal Protective Equipment (PPE) when supporting people with care, and when preparing food. There are plentiful supplies of PPE available for all staff to use when needed. There are cleaning rotas in place to ensure hygiene standards are maintained, and all care workers complete all aspects of housework and cleaning tasks.

There are safe medication practices within the service. The storage area is organised, and all medications appropriately stored and labelled. The manager reviews completed Medication Administration Records (MAR) to ensure accuracy.

Environment

The service has undergone a programme of redecoration and modernisation since the last inspection. There are plans to modernise the bathroom in the near future which will mean the whole service has been renovated or decorated. The service is friendly and inviting and offers communal spaces which are available for people to spend their time. The service offers a large lounge room, with a conservatory as well as a large kitchen and dining room space. The service is all on a level access and is suitable for wheelchair users. People's bedrooms are nicely decorated in line with their individual tastes and there are personal mementos and photographs on display. The service benefits from a large garden at the rear of the property, with a patio area with garden furniture available to use. The garden is neat and tidy with a pleasant mixture of flowers and shrubs and there are ornaments and bird feeders situated around the space. The garden is a safe and enclosed space for everyone to enjoy. The service is as described in the Statement of Purpose (SoP).

All necessary safety certificates are in place within the service and were viewed during the inspection. Regular health and safety checks are also undertaken and equipment like hoists are serviced frequently. We discussed with the RI ways to reflect when any actions identified in these checks have been completed. Regular fire drills also take place within the service, and there are Personal Emergency Evacuation Plans (PEEP) in place which are reviewed regularly to ensure they reflect how people should be supported away from the service in an emergency situation.

The service has a Food Standards Agency (FSA) rating of four. People can be confident of good standards of food handling and meal preparation within the service.

Leadership and Management

There are good systems in place to ensure safe recruitment of care workers within the service. These include obtaining references and completing an enhanced Disclosure and Barring Service (DBS) check. All care workers follow an induction programme when they commence employment which includes completing a series of training sessions appropriate to the job role, and shadowing more experienced staff.

There is a high level of training compliance by care workers showing they are highly skilled. Care workers told us if they request for training in new area this is found for them. Care workers are encouraged to pursue additional training to improve their skills and evidence of this was observed during the inspection process. All staff are registered with Social Care Wales the workforce regulator, and have completed appropriate qualifications for their role.

Team meetings take place regularly and provide an opportunity for care workers to be updated and consulted with about matters involving the service. Care workers can also share their views about the service for consideration by the manager and RI. All staff receive regular supervision sessions with the manager of the service. These sessions are thorough and cover issues around the care worker's workload and duties, as well as their personal development and future goals. All staff spoken with during the inspection spoke positively about the support they receive from the manager and feel valued for their work.

There are processes in place to oversee incidents and accidents and appropriate actions taken where necessary. There is a complaints process in place within the service, and compliments received are celebrated with the care workers individually as well as in team meetings.

The RI completes the required visits and has good oversight of the service. The Quality-of-Care reports compiled by the RI are completed in a timely manner. Following discussions with the RI they will include analysis of data related to service delivery, for example considering accidents and incidents as well as complaints or safeguarding matters that have taken place within the service in future reports.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
15	A personal plan including risk assessments had not been produced for an individual receiving a service.	Achieved
79	Policies require revision to reflect Welsh legislation and guidance, and further addition of procedures for staff to follow.	Achieved

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