



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Crown Lodge



Newport



01495246671

Date(s) of inspection visit(s): The inspection visits for this service took place between 18/08/2025 and 20/10/2025

Service Information:

Operated by:	Cartrefi Cwtch Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Crown Lodge is a residential service in the Newport area of Gwent. The service supports up to four people with a learning disability, mental health issues. The service supports people with their daily living skills, personal care, medication administration, personal goal setting and community access.

The service is rated as good in Well-being because people are supported to identify and work towards goals which are important to them. Care and support is also rated as good because people's personal plans are detailed and provide guidance to care workers about how to support people. The environment is rated as good because it is suitable for people's needs. Leadership and management is rated as good because there is good oversight and governance arrangements in place.

Findings:



Well-being

Good

People at the service are happy and healthy. People are supported to identify their own well-being goals and care workers support people to achieve these goals. Well-being goals are reviewed regularly with people and progress noted. People are supported to work on and identify smaller well-being goals for example what they would like to achieve each week whilst also thinking about larger goals that may take a longer time to work towards and achieve. All progress made towards identified goals is noted and celebrated. A visiting professional told us *“People are at the heart of the approach and there is a focus on personal goals”*.

People have as much control over their daily lives as possible. People choose where to spend their time within the service and there is a choice of spaces for people to access and enjoy. People are encouraged and supported to participate in activities they enjoy; this could be arts and crafts and other in-house activities or trips into the community. People have a varied and active lifestyle and enjoy choosing and planning a variety of community trips. These are sometimes completed on an individual basis with individuals and care workers, or more collectively as a whole service together. People access local community groups, as well as planning trips linked to people’s special interests and seasonal activities.

There are risk assessments in place to ensure people are kept safe from harm. These assessments are detailed, and set out what risks each activity presents, and what steps can be taken to lower identified risks so people can still be as independent as possible whilst being safe. Risk assessments are reviewed and updated regularly, and these risk assessments are reflected in people’s personal plans. There are safeguarding policies and procedures in place. Care workers receive training in this area and so know what to do in the event of a safeguarding incident.

People are at the heart of the service. We observed warm and trusting relationships between people and care workers. People’s well-being is supported by a dedicated team of care workers.



Care & Support

Good

People are happy at the service. We observed people being supported by care workers they know well, and people look to for support. People have individualised personal plans, which set out what people can do themselves, and when care workers can step in to assist people. These plans are very detailed and contain a detailed history of the person. This includes important life events and important things that are special to the person. All personal plans are strengths focussed, setting out clearly what people can do and how they like care workers to support them. There is also a 'My best day' section which is a lovely example of what and how people can be supported in the best way possible, to do things they enjoy. People's health needs are clearly set out. There is also a useful guide for care workers to note which might indicate a decline or change in the person's health. This provides bespoke guidance for staff as to how people may behave if they are becoming unwell ensuring that prompt action can be taken to promote their health.

Personal plans are reviewed monthly. These are detailed reviews and any changes or updates are noted. Risk assessments are in place and set out what care workers can do to ensure people can safely complete actions and activities. These plans and risk assessments are reviewed regularly or when people's needs change. There are processes in place to ensure the safe administration of medication. The service has a robust policy, and medication is safely stored. Regular audits ensure any errors are quickly identified and actions taken as needed. The medication storage area is well organised and locked securely.

During the inspection we observed friendly and warm interactions between people and care workers. People looked to staff for conversation and support, and we saw care workers quickly responded to anything people needed. Care workers know people well and enjoy supporting people with a variety of in house and community activities.



Environment

Good

The service is undergoing a period refurbishment with the kitchen in the process of being upgraded. This renovation work has been carefully managed to avoid, as much as possible, any impact to people living, working and visiting the service during these works. People's rooms are large and all are personalised and decorated in line with people's preferences and styles. Communal spaces are easily accessible and offer a choice of space for people to use around the service. There are ornaments and trinkets on display which show off people's craft works. There is a large garden area to the back. This is a secure space with steps to access each level. There is a raised patio area with table and chairs for people to enjoy when spending time in the garden.

Improvements have been made to the storage of COSHH (Control of Substances Hazardous to Health) products. These are now securely stored but remain accessible when needed. The service is clean throughout and there are cleaning schedules in place to ensure cleanliness remains to a good standard throughout the service. The areas identified at the last inspection have been positively addressed. The responsible individual (RI) is responsive to the needs of the service and takes action quickly when items are needed to improve the safety of the service.

All required safety certificates are in place. There are regular health and safety checks completed which ensure the service is overall maintained to a good standard. Appropriate risk assessments are completed, and when scheduled renovations complete, these will be updated to accurately reflect the service and ensure people's safety. There are Personal Emergency Evacuation Plans (PEEP's) in place to ensure people's safety in the event of a fire.

The service holds a Food Standards Agency rating of four (good), meaning people can be assured food is prepared in a safe and following appropriate hygienic processes.



Leadership & Management

Good

There are systems in place to ensure governance and oversight of the service. There is an acting manager in post covering scheduled absence of the registered manager which ensures continuity within the service. There is a stable and established team of care workers within the service, many who have worked at the service for more than five years. This ensures care workers know people well, and how they like to be supported. Where new care workers have joined the service, recruitment processes are robust. Disclosure and Barring Service (DBS) checks are obtained for all new care workers as well as references from their last employment.

All care workers are supported to complete the required training as part of their job role. This ensures they have the skills and knowledge they need to support people at the service. Refresher training is completed in a timely way to ensure care workers update their skills regularly. All care workers receive regular supervisions sessions with their manager as required. These sessions offer support to care workers well-being, as well as discussing work related issues.

There are robust processes in place to record accidents and incidents should they take place. Actions are taken promptly if needed by the RI in response to any issues within the service. There is a complaints policy in place and processes to follow should any complaints be received by the service. Any compliments received are celebrated by managers with care workers.

The RI attends the service and records their visits and any actions needed. The quality-of-care report which is completed six monthly by the RI provides an overview of the service performance, and if any areas are identified they address and improve on.

Care workers know people well, and people are at the heart of their work. One care worker told us the care workers team *"Work well together to deliver high quality care ensuring dignity and respect."* Visiting professionals told us *"Maintaining a consistent staff team within the service ensures staff develop strong relationships with individuals."*

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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