



Ynystawe Lodge



Ynystawe Lodge, Park Road, Swansea, SA6 5AP



01792 885126



<https://mdcareltd.co.uk>

Date(s) of inspection visit(s):

01/05/2025

Service Information:

Operated by:	M&D Care Operations 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:	10
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Ynystawe lodge is a specialised service delivering support and accommodation to individuals with a range of complex diagnoses including learning disabilities, mental health conditions, brain injury and autism.

People have excellent well-being in Ynystawe lodge, leading active and busy lives with dedicated and driven care staff who know them well. People's progression in the service with gaining confidence and independence is visible and people are happy and enjoy doing things that matter to them.

Care and support is excellent, Personal plans portray the views of people ensuring family members are involved in their production and routine reviews. Relatives spoken with during the inspection gave exemplary feedback of the care provided to their loved ones and the frequent communication they have from the service.

The environment is good providing people with various, safe, internal and external communal and private spaces to spend their time. Whether this is alone, with others or to undertake events and activities. There is clear ongoing investment in the service to keep it well maintained and implement

changes that improve people's outcomes

Leadership and management is good and there is a drive to encourage people to reach their goals and aspire to new ones. The provider has good oversight and governance arrangements in place to ensure the continuous smooth running of the service. Care staff are recruited appropriately, supported and well trained to carry out their roles successfully.

Findings:



Well-being

Excellent

People live happy, healthy and safe with control over their lives and have excellent well-being in Ynystawe lodge. There is a strong ethos of empowerment in the service to encourage people and their relatives to participate in the development and ongoing monitoring of their personal plans. Keyworkers who know people very well encourage them to set their own goals and once achieved reinforce these achievements. They also work with people to set new goals and targets. The service promotes the use of creative practices and tools, to meet people's communication needs. The service has good links with both internal and external professionals so any health concerns for people can be addressed promptly and effectively.

People are safe and protected from abuse and neglect. The provider has multiple policies and procedures in place that are reviewed regularly including those relating to the safeguarding of people. Robust procedures are in place for the safe recruitment and extensive training of care staff including safeguarding training. Safe staffing levels are in place to ensure people get the support they need when they need it. There are comprehensive safety features on the premises and external areas to keep people as safe as possible and minimise any risk of harm to them.

People are supported to cultivate safe, strong and healthy relationships. People have excellent rapport with their keyworkers who are consistent and can communicate effectively with them to ensure they are understood and content. Feedback from relatives about the service and the communication they have about their loved ones was excellent. Comments included: *"They have always involved us in his care plan and always involve us in open days", "they really are excellent, we are very happy", "we have not seen Y as content as they are now in the last 10 years" and "They are person centred in their approach and always considerate of Z's needs, we are now able to have home visits and they support us so much as a family"*. People living in the service do not speak Welsh, therefore there is no demand to provide a service in Welsh. However, there are people living in the service who have another language as their first language. The service has supported people by recruiting care workers who are able to communicate in their language.

People live in accommodation that supports their well-being outcomes very well. The service is secure with multiple enclosed garden areas, there are plans to improve these areas in the future. The service is well maintained and secure. Communal areas are simply decorated, and bedrooms are personalised to best meet people's individual needs.



Care & Support

Excellent

People receive excellent care and support which helps them achieve their personal outcomes. Communication with people is excellent, care staff use people's own communication methods to support people to voice their opinions. During the inspection we observed unique forms of communication in use, including a completely unique language, eye contact, reading facial expressions and Makaton all in use at different times. Care staff utilise these communication strategies with people to ensure peoples voices are heard and their needs captured within their personal plans. These personal plans are well written and tailored around people's individual needs and are supported with detailed risk assessments detailing how people can be supported more effectively at different times of need. Relatives were very complimentary of the care given in the service. Comments included: "*Staff go above and beyond to ensure X's needs are firstly identified then action planning to meet that need*", *Best we've ever experienced from a service and Y has been in supported living for a very long time*".

People are protected from harm and abuse. Care staff know the people they support exceptionally well which enables them to recognise any changes in behaviour quickly to determine whether people are feeling unwell or distressed. This triggers the care team to seek further support when needed and medical advice appropriately. Care workers consistently adapt their approach to people at these different times of need and these approaches and triggers are documented on the risk assessments. Deprivation of Liberty Safeguards (DoLS) authorisations are in place for people who lack the capacity to make decisions about their care, support, and accommodation themselves. Peoples own rooms and personal space is decorated and furnished in accordance with their needs to minimise any risks to them at times of distress whilst remaining homely.

People are supported well with medication to ensure their best interests are thoroughly considered. Medication is stored appropriately in a locked unit, and we saw highly effective and robust audits in place to minimise any errors. Medication administration records (MAR) are completed effectively with no gaps visible in those viewed. The use of medication administered 'as needed' (PRN) is also logged with reasons for its use. Storage temperatures are logged to ensure it is within safe levels for medication storage and air conditioning units when needed to maintain this. The service communicates with health care professionals as needed and supports people to appointments as and when they are required.

Risk of infection is minimised in the service for people. Sufficient supplies of cleaning materials and personal protective equipment is available in the service and these are stored safely. There are robust cleaning and disinfecting practices in place and the service is clean. The laundry room is well maintained and there are consistent and effective procedures in place to prevent cross infection.



Environment

Good

People live in an environment that meet their needs. People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The service is distributed over two stories with five apartments on each floor, each apartment has a lounge, bedroom and bathroom. These have been adapted, furnished and decorated to meet the specific needs of the individual. Rooms seen were very different and clearly were person centred. Some were plainly decorated in a low arousal way with minimum decoration and furniture, while others were full of personal belongings and knick-knacks. The service offers communal areas which include a sensory room, dining room, meeting room and kitchen. Outside there are several separated secure garden areas, one which is currently used as a sensory garden with a swing and trampoline. The manager explained there are improvements planned for this area. one large garden area is awaiting refurbishment. Another houses a small summer house which is used as an activity room, other smaller areas are also available for people to access the outside securely with each one fenced off separately. On the front of the building the courtyard has been decorated with a large mural which is very striking and colourful. There are good security measures in the service with fob access in place for all areas.

The service is well-maintained, clean and homely, with procedures in place to identify and mitigate risks to health and safety. Substances hazardous to health are stored appropriately and locked away from areas people use. There is a maintenance file in place where routine checks are carried out and recorded to detect any issues for action minimise any risk to health and safety. Certificates and documentation are in place for annual and routine servicing of utilities and equipment in the service to meet the regulations. These include gas and electrical checks. Fire risk assessments are up to date and emergency evacuation procedures are up to date and reviewed accordingly. Ynystawe Lodge is one of many services run by the provider who has a maintenance team in place. Any maintenance work is requested on a priority basis and carried out in order of this priority.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Ynystawe lodge is one of many services operated by the provider so benefits from departmental support externally to the service itself. This includes support with human resources, health and safety, quality monitoring and more. The manager carries out audits within the service on a regular basis to ensure all is running smoothly. These are mapped on the electronic system in place which alerts the manager when tasks are due to be undertaken. At the time of this inspection there is a new RI coming into post. However, the previous RI visited the service during the inspection and documentation seen from them included regulatory reports which are completed as per regulatory requirements. These quarterly reports included feedback from people, relatives and staff in the service, dip sampling of records and analysis of findings. And any areas for improvements noted with action plans and time scales. We also viewed the last two bi-annual quality of care reviews. These are detailed and give good information about the service, include updates on achievements since the last report, recruitment and retention issues and any lessons learnt. There is also an overview of other areas such as complaints, compliments, accidents, incidents and more.

The service provider has good systems in place to ensure staff are vetted, knowledgeable, and competent in their roles. Personnel files viewed all contained the relevant documentation for safe and robust recruitment, including reference checks, identification documents and up to date Disclosure and Barring Service (DBS) checks. Care staff complete a thorough induction and shadowing on joining the service and continue to compete continuous training throughout their employment. Training records indicate a good level of training for care staff. Several staff have enhanced training to become champions in certain areas such as autism, autism, dysphasia and medication. Care staff receive regular supervision have annual appraisals and attend monthly staff meetings. Care workers are dedicated in their roles and feel very supported. Comments included: *“I feel like a valued member of the team as well as having management believe in me and help support me in progressing in my chosen career”, “They do really care about staff wellbeing to be fair” and “The service appreciates and reward hard work and diligence. It encourages me to keep doing my best”.*

There are good financial oversight arrangements in the service. The service is in a good state of repair and there are plans for further improvements soon. Staffing levels in the service are good to ensure the needs of people are met.

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

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.*