



Inspection Report on

Bay View Lodge

**Bay View Lodge
26 Porthkerry Road
Rhoose
Barry
CF62 3HD**

Date Inspection Completed

20/01/2025

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.

About Bay View Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group Ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Bay View Lodge is a residential care home for people aged eighteen and over, of mixed gender, who have a learning disability or are on the autism spectrum. The service is delivered by a manager and care workers who strive to enrich people's lives. There is a very positive and compassionate culture in the service which is management led and ensures people have the best possible experiences.

Exceptional measures are taken to listen to people to understand what is important to them. The ethos of inclusivity ensures people are consulted in all things and empowered to make their own decisions.

All employees demonstrate exceptional knowledge of people's care needs, likes/dislikes and how best to support them. Comprehensive care records clearly describe how care workers can meet each person's individual needs.

The environment is well maintained and suitable for the needs of the people living there. The home is spacious, homely and comfortable, with communal rooms for people to relax and interact with each other. An enclosed rear garden is accessible with access to a sensory lodge.

Management of the service is exceptional. Care workers are well-supported, confident and capable in their roles. Recruitment processes are safe. Induction and training are thorough. The organisation has extremely effective systems in place to oversee the service, which includes routine visits from the Responsible Individual (RI).

Well-being

People have a voice and experience an excellent quality of life at Bay View Lodge. Each person is encouraged and supported to make their own decisions and how to spend their time. People do things that matter to them such as maintaining relationships with family and friends, accessing the community and taking part in a variety of meaningful activities.

People receive extremely effective person centered care and support to enable them to be as independent as possible. Individual circumstances are considered in detail and is recorded in their care documentation. The enthusiastic care team want to make positive differences in people's lives and people and their representatives are fully involved in all discussions about their support. A relative told us *"Staff, including the manager, are open to my input to support my [relative] to help them gain a better understanding of their needs."* The service goes above and beyond to help people achieve their goals.

People have very reliable support to manage their physical and mental health. External health professionals are actively involved in the health and well-being of people. The service is quick to respond to any health changes and access medical and specialist services. There are good procedures in place for the management of medication.

People are protected from harm and abuse, as far as is possible. Deprivation of Liberty Safeguards (DoLS) are in place for people who do not have capacity to make decisions about their care, support and accommodation. Safe recruitment process ensures staff have the necessary skills and qualities needed for working in the care sector. Care workers receive safeguarding training and there is a safeguarding policy which is aligned with current national statutory guidance. Concerns are listened to and acted upon by management.

People live in an environment which supports them to achieve their well-being. We observed the environment to be free of clutter, light and homely throughout. There are systems in place to address the maintenance of the property. Safety checks are completed as required. Hazards are reduced as far as possible.

The service is working towards providing an 'Active Offer' of the Welsh language. Welsh events are celebrated in the service, however no one living in the service are Welsh speakers at present. Efforts would be made to try and facilitate support through the medium of Welsh in the future if required.

Care and Support

People experience fantastic outcomes in working towards and achieving their goals. The care, support and wellbeing of people are at the heart of those working in the service which is demonstrated in the high standard of care provided. Care workers and management thoughtfully consider any additional support they can provide to make people feel safe, more relaxed, or better informed in any aspect of their lives. A care worker said, *“People we support are making massive progress since arriving here”*. People receive a service which actively supports and promotes their individual needs and preferences.

People are supported by care workers who are friendly, professional and passionate about the people they support. They are very knowledgeable and understanding of people’s individual needs. Observations conducted throughout the inspection show care workers interacting and supporting people in a kind and respectful manner. We saw evidence of support provided so people can do things which have a positive impact on their well-being. A care worker commented *“The individuals we support are great to work with. I enjoy working here”*.

Supporting people to achieve their personal outcomes is at the core of the service and is actively promoted. Care and support records and associated risk assessments are of a high quality, very detailed, person centred and give a great sense of the person. Care documentation is reviewed in a timely manner and consider whether people’s personal outcomes and progress to independence are being met. Risk assessments help to keep people safe, while focusing on each individual’s strengths and what they can already do for themselves. Daily notes record the care and support delivered. Descriptions of what people do as activities are recorded in detail and give a clear account of what people did for themselves and if any support was required. A relative told us *“Staff are caring and supportive. They are able to manage our [relatives’] difficult behaviours well.”*

People are supported to be as healthy as they can be. People are registered with a local general practitioner (GP). Referrals for advice and professional help regarding health services are sought as needed. Care workers support people to attend their health appointments and implement the guidance or treatment that is given. All appointment records and outcomes are kept within care records. People are encouraged to eat healthily and stay active as part of preventative measures.

Environment

The service supports people to live in a homely, spacious environment. The building offers several spaces for people to meet in comfortable communal areas which are welcoming and a hub for people to meet and socialise. All furnishings are of a high standard. On the first floor there is a quieter lounge, away from the main hub of the home which people can use. Externally to the front of the property there is a suitable sized car park. To the rear of the property there is an enclosed garden area which is accessible, and there is a sensory lodge. We saw people were relaxed and comfortable in their environment and they choose where they spent their time within their home.

People's bedrooms are individually decorated, furnished and configured according to their needs and wishes. All bedrooms have their own ensuite bathroom. People are supported to participate with their personal laundry duties when able, however this is done with support. Care workers also encourage people to maintain their own private space and people take turns using the kitchen facilities to promote their independence. A relative said *"They provide a comfortable secure environment and have our [relatives] recovery in mind and though it is early days, there is a focus on developing their independent living skills."*

Highly organised systems ensure the home and equipment are well maintained, safe and clean, and where risk to people's health and safety is minimised. Visitors are required to sign in and out of the service. All services such as gas and electricity are appropriately tested. Equipment such as the lift is in good working order, regularly tested and maintained. Firefighting equipment is serviced regularly, and window restrictors are in place where required. Staff are trained so they can support people in the event of an emergency evacuation and all fire precautions are taken, including drills. People's individual personal evacuation plans are readily available in emergencies. Environmental risk assessments are undertaken and regularly reviewed. A relative commented *"The service is well organised and provides a safe environment that meets our [relatives] needs."*

Leadership and Management

Exemplary management ensures the care and support provided to people is of a high standard. There is a very positive and supportive ethos which is driven by the manager, where people and care workers feel they belong. A care worker told us management are supportive, there is good team working and they are encouraged and involved in decision making. Their comments include *"I can say that it's an exemplary service with a great, caring staff team that go the extra mile for all the residents."* And *"we get the opportunity to bring different ideas to the table."*

People are supported by a friendly and professional staff team, who they have built positive relationships with. A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with them. Compatibility of residents prior to new admissions is comprehensively considered. Pre-assessment and care planning considers staff skill mix alongside other residents' needs. A relative told us *"Staff are professional and work with the parents to provide a person-centred service. In particular, the transition process was flexible and adapted to our [relatives] individual needs which ensured a successful outcome."*

Care workers are appropriately recruited, supervised, and trained to meet the complex and diverse needs of people they care for. There are robust recruitment measures in place along with a high-quality induction. Care workers are highly trained, competent and receive regular supervision and guidance to support them in their roles.

A positive culture is promoted at the service. There is an employee of the month. A 'positivity jar' has been introduced by the manager. Anonymous notes expressing gratitude, a compliment, observations of good practice or acknowledging achievements can be submitted by anyone including staff, visitors, families and others. Notes are read aloud at staff meetings to enable care workers to recognise the impact their actions have had on each other and the achievement of the people they support. A poster of the comments is collated and displayed.

There are consistent and highly effective oversight arrangements in place for the service. There are policies, procedures and guidance in place to support staff which are regularly reviewed. The RI visits the service and reviews the quality of care. They carry out observations of care, speak with care workers and management to obtain feedback to drive improvements. These visits are recorded on quarterly reports and any actions noted. Quality of care reviews are completed bi-annually as required.

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	
--	------------	--

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 03/03/2025