



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Glenburnie Lodge



Glenburnie Lodge, Port Road Wenvoe, Cardiff, CF5 6AB



02922808445



glenburnielodge.co.uk

The inspection visits for this service took place between 01/07/2026 and 02/07/2026

Service Information:

Operated by:	Wenvoe Opco Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	70
Main language(s):	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

Good



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Glenburnie Lodge is situated in a popular commuter village in the Vale of Glamorgan. It is conveniently situated for the City of Cardiff but set in the countryside only a few miles from the sea. It provides nursing, residential and dementia care for adults on a permanent or respite basis.

Well-being is rated as good because people's well-being is promoted effectively through compassionate, person-centred care that recognises and builds on individual strengths. People are treated with dignity and respect, supported to make choices, maintain their independence and remain connected to the people and activities that matter to them.

Care and support is rated as good because people receive consistently good quality care that reflects their individual needs, preferences and personal outcomes. Staff know people well and provide support that respects their choices and routines.

The environment is rated as excellent because people benefit from an exceptionally well-maintained, thoughtfully designed and highly inclusive environment that promotes comfort, independence and a strong sense of belonging.

Leadership and management is rated as good because people benefit from a service with visible, approachable leadership and an increasingly positive culture which promotes openness, learning and continuous improvement.

Findings:



Well-being

Good

Many people are treated with dignity and respect with people supported to use and build on their strengths. We found many examples of compassionate care, meaningful engagement, family involvement and innovative approaches to help people maintain their identity and quality of life. Feedback consistently describes improvements in people's health, happiness and well-being. One relative said *"My mother is always clean and tidy, her well-being has improved dramatically, and she is included in activities she can participate in."*

We observed positive interactions between care staff and people. We saw people being greeted warmly and respectfully. People are supported and encouraged to make choices about their day-to-day lives. We observed people being consulted about personal care with people being asked *"would you prefer a shower or a bath today?"* We saw care staff taking time to understand people's wishes and preferences. One person was asked *"Would you like the wheelchair, or would you like to walk?"*

A significant strength of the service is the wide range of activities and opportunities available to people. Relatives spoke positively about the activities programme and community involvement, with one commenting that *"The trips arranged for the residents are purposeful and are open to all."* We saw people enjoying a variety of activities, including manicures, tabletop games, colouring and exercise sessions. Whilst the majority of people reported positive experiences, we identified opportunities to further enhance engagement during the evening and for people living with dementia.

The provider demonstrates creativity and strong community links through regular outings, garden parties and themed events such as *Cruise Week*, where people explore different countries through activities, food and experiences. The recent publication of *Magical Musical Memories*, an interactive book celebrating residents' musical memories, further reflects the home's commitment to supporting meaningful engagement and preserving personal histories.

Care staff demonstrate a strong commitment to supporting meaningful experiences and maintaining family connections. One notable example involved arranging a second wedding celebration so a resident living with dementia could participate in his granddaughter's special day.

Communication is viewed positively overall, with people and families feeling welcomed, listened to and involved in their loved ones' care. The provider has established several mechanisms to promote engagement, including resident and relative meetings.

The home demonstrates a commitment to supporting people in Welsh. We observed staff using Welsh naturally in conversation. One person told us *"My mother, being a Welsh speaker has been embraced, with many of the staff using incidental Welsh with her in order to make her feel included and valued."*



Care & Support

Good

People receive consistently good quality care. We found person-centred support plans which are regularly reviewed and focus on people's strengths, preferences and personal outcomes. People are involved in developing and reviewing support plans with personal wishes and life histories reflected within them.

Care staff demonstrate a good knowledge of people's routines and preferences. We saw examples of highly personalised support, such as one person receiving a cup of tea and time to watch television before receiving personal care, while another preferred spending time with their spouse before receiving assistance. We identified some opportunities to further enhance consistency, particularly during busier periods. Whilst we saw many staff demonstrate a good understanding of people's individual preferences and needs, this was not always evident during one lunchtime observation.

People and their representatives spoke positively about access to healthcare support. One relative said *"The home is quick to respond to health needs."* We observed a prompt response when one gentleman experienced pain. Staff responded immediately to his call and a nurse provided reassurance, discussed possible causes of discomfort and arranged appropriate pain relief whilst clearly explaining actions being taken. We saw evidence of effective access to a wide range of health professionals including GPs, district nurses and tissue viability nurses.

People report positive outcomes including improvements in mobility, nutrition, weight gain, confidence and overall health. We saw examples where professional involvement had contributed to improved outcomes, including improvement in a pressure ulcer and progress towards catheter removal for another person.

Nutrition and hydration is supported through home-cooked meals, menu choices, adapted diets and fortified foods where required. People are able to receive meals in dining areas or their rooms according to preference.

People and their representatives told us they knew how to raise concerns and feel able to do so. The provider has systems in place to assess and manage risks, record incidents and involve safeguarding agencies when required. Advocacy is available and representatives visit the home regularly.

Medication management is a notable strength. The home uses an electronic medication administration system which supports safe administration, monitoring and auditing of medicines. Staff demonstrate a clear understanding of their responsibilities and robust stock control systems are in place. Regular audits help identify any issues and support continuous improvement. We also found good infection prevention and control practices. Appropriate personal protective

equipment was available and used, and systems are in place to reduce the risk of cross contamination.



Environment

Excellent

People live in an exceptionally well-maintained, thoughtfully designed and welcoming environment. The provider has created an environment that combines the benefits of a large care community with smaller, more homely spaces. The environment promotes comfort, familiarity and a sense of belonging. Bedrooms are personalised with photographs, memorabilia and items of significance to the individual. Many rooms have memory boxes displaying photographs and items linked to people's life histories, interests and achievements. These support meaningful conversations and help people living with dementia to orientate themselves within the home. Throughout the home, décor was of a high standard. The environment was clean, comfortable and welcoming, with tasteful furnishings, carpeted floors and artwork that reflected both Welsh culture and the interests of the people living there.

People have access to a range of welcoming communal spaces that promote social interaction, meaningful activity and family involvement, including lounges, dining rooms, a cinema, library, café, bar, gym and private dining facilities. Spacious layouts support safe movement throughout the home, while kitchenettes enable a flexible, person-centred approach to meals and snacks, allowing people to eat in line with their preferences and routines.

Garden and outdoor areas provide outstanding spaces where people can safely and freely access nature. Extensive, well-maintained gardens provide accessible pathways, sensory planting, growing areas, raised beds, seating and other features that encourage relaxation, activity and social engagement. People are actively involved in gardening projects and personalising outdoor spaces, helping them maintain important interests and skills. The gardens are also regularly used for activities, social events and seasonal celebrations, promoting exercise, enjoyment and meaningful occupation.

The home is well equipped to meet people's needs, with a range of specialist equipment available throughout the service. Robust maintenance and servicing systems ensure the environment and equipment are regularly tested, monitored and maintained, with appropriate certification in place. Maintenance arrangements were exceptionally well organised, covering all key safety systems and equipment across the home.

The home provides a safe and secure environment while retaining a welcoming and homely atmosphere. Security measures include controlled access systems, visitor sign-in procedures, enclosed gardens, coded stairwell doors, lift controls, window restrictors and safe balcony designs. The provider actively seeks out new technology to support people to live with as few restrictions as possible. These include digital falls detection systems.



Leadership & Management

Good

People benefit from a service with visible, approachable leadership and an increasingly positive culture which promotes openness, learning and continuous improvement. Since recent management changes, staff, relatives and leaders describe significant progress in the way the service is managed. We found strong governance arrangements which support good outcomes for people.

Care staff spoke positively about the leadership team and told us morale, teamwork and support have improved considerably. They told us *"the new manager has been an excellent addition to Glenburnie."* Another said *"the eagerness to want to improve systems is open and transparent."* Care staff describe leaders as visible, supportive and willing to help. One nurse told us management, and the Responsible Individual (RI) regularly work alongside staff and provide practical support when needed. We observed leaders engaging warmly with people, representatives and staff.

The provider has comprehensive systems in place to monitor quality, safety and performance. We found a clear commitment to learning, accountability and continuous improvement. The provider uses an extensive digital governance system which allows leaders to monitor key areas of practice in real time. We reviewed examples of audits and found them detailed and effective. Support plan audits consider a wide range of areas including risk assessments, pain management, weight monitoring, choking risks, best-interest decisions and evidence of people's involvement. Where improvements are identified, actions are clearly recorded. The manager also completes regular walkarounds of the home, reviewing environmental standards as well as people's nutrition, hydration and wellbeing. We found evidence of incidents, complaints and safeguarding concerns being reviewed with lessons learned identified and improvements made.

There are sufficient care staff available to meet people's needs and we observed a workforce working collaboratively to provide good care and support. All staff have access to a range of learning and development opportunities, including dementia training, online learning, professional qualifications and higher education. Staff told us they feel supported to progress their careers, with examples of care staff being supported to achieve Level 3 qualifications and prepare for senior roles.

The provider also demonstrates a strong commitment to staff wellbeing through a range of initiatives. These include staff recognition awards, free meals on shift, flexible working arrangements, paid breaks and handover time, staff benefits, hardship support, a Cycle to Work scheme and opportunities for staff to contribute ideas through suggestion schemes. All of these initiatives ensure staff turnover remains low, ensuring consistency of support for people.

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.

Welsh Government © Crown copyright 2026.

*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.*