



## Inspection Report on

**Grange Lodge Residential Home Ltd**  
**49-57 Clive Street**  
**Cardiff**  
**CF11 7HL**

## **Date Inspection Completed**

20/09/2023

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## About Grange lodge Residential Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Grange lodge Residential Home Ltd
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	30 <sup>th</sup> April 2021
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

People receive excellent care and support from a dedicated and committed staff team at Grange Lodge Residential Home. The service provides individualised care for adults, especially those who require support with substance misuse, mental health and maintaining accommodation. The care home is a family run home that is homely and empowers people to feel valued. People have a sense of belonging and have built close working relationships with their care team. People have access to a familiar team of support staff and can develop meaningful relationships with them over a long period of time.

People have a voice and choice and control to do the things that matter to them. People's physical, mental and emotional well-being is promoted at the home, and they receive an individually tailored service. People can be confident they are supported by a service provider that works collaboratively with others and places people's well-being at the heart of decision making. Feedback from people who use the service, staff and visiting professionals is very complimentary. Care records are completed to an excellent standard.

People live in an environment which is suitable to meet their needs and are supported by a service provider that is committed to continuous development to improve their experiences of living in the home. People are protected as far as possible from harm and abuse. The service provider completes the appropriate health and safety, quality assurance, infection control, medication and other monitoring checks.

## Well-being

People have control over their care and support and are treated with dignity and respect. We saw staff respecting people's individual choices and supporting them with their decisions. The service provider focuses on promoting people's strengths, independence and choice and control through adopting skilled approaches that empower people. People are relaxed, comfortable and know what opportunities are available to them. They do things that make them happy. One person told us, "*I am part of a family here and I feel like I belong*". Support workers encourage people to make daily choices and decisions about how they spend their time. They have good rapport and professional relationships with people and interact in positive ways, with good-humoured conversations. Support workers know each person they support very well because there is good staff retention at the home and staff have worked there for many years. The home is run by family members who care about the lives of the people they support.

We read personal profiles, personal plans and assessment and risk assessment information which is completed to a very high standard. People's care records such as their personal plans, are an effective tool to ensure people's well-being and what really matters to individuals is at the heart of service delivery.

People's physical, mental, and emotional well-being are promoted. People are empowered and supported to access professional support and advice in a proactive, preventative way. There are opportunities for people to discuss their well-being with a familiar member of staff. They are supported to participate in things that are of interest to them, and they are encouraged to be independent. Care records clearly state any risks to people's well-being, and detailed risk management plans help to keep people healthy, safe and as well as possible. Staff are experienced, knowledgeable, and responsive to people's support needs. They understand their responsibilities and they are confident in their roles. The service has robust systems in place for the management of medication.

People are supported by a team of passionate and committed care staff who want to do their best for people. Quality assurance systems in place allow for people's views to be sought on how satisfied they are with the service and how things could be improved. People can be confident they are supported by a service provider that works collaboratively with others and places people's well-being at the heart of decision making.

## Care and Support

People are happy with the care and support they receive, and their individual circumstances are considered. We read care records which are excellent, personalised, individually tailored and clear to follow. Care records are created in collaboration with people and relevant professionals to ensure support staff have key information and guidance to understand how best to support people. Care records created to the standard we read at the service, promotes skilled approaches from staff and enables people to receive an individually tailored service. We found some examples where staff had gone above and beyond to ensure people received a tailored service to significantly enhance their life. Many people consider others in the home, both staff and peers, as their extended family and have made strong friendships with people. A variety of activities and celebrations take place in the service and people can choose how to spend their time. People are supported to access their local community, engage in activities of interest to them and develop daily living skills.

People receive the right care and support as early as possible. Continuity of care for people is excellent and it is clear people know and trust the staff team very well. The service provider is successful at retaining most of their staff which means people have access to a familiar team of staff and can develop meaningful relationships with their support workers over a long period of time. The management team spend valuable time with people to understand their thoughts and experiences of living in the service. Staff go the extra mile for the people they support. We saw examples of skilled interactions from staff which empowered people they were supporting. Support is provided to help people obtain the professional intervention they need. Feedback from people's community professionals was extremely complimentary. One social worker told us the home is an *"excellent facility it's really nice to work with a care home that is family run, it has a nice, homely environment. The management team are great at keeping us in touch with any issues arising, they are very good at communicating and they communicate very well with us."* Another visiting professional told us, the support from the management team and staff is, *"absolutely brilliant, I've had a relationship with them for many years, I've been to many care homes, they are one of the best managed places I have seen. They are friendly, they are accessible and approachable by the residents"*.

People have a voice, they are listened too and kept as safe as possible from harm and abuse. People know how to make a complaint if they need to and are confident the provider would listen to them if they did. Regular discussions take place with people and professionals involved in their care. People are supported by staff who have a good understanding of how to protect people and how to report concerns. People who do not have the mental capacity to make their own decisions about aspects of their care and support and safety have appropriate up to date Deprivation of Liberty Safeguards (DoLS) in place.

## Environment

People live in an environment that is very comfortable, homely and is well maintained to ensure it meets their needs. The home is spacious, safe and secure. People say they feel comfortable and happy with their home environment. Bedrooms are spacious and can be decorated and personalised to reflect the occupant's personal tastes, hobbies and interests, with items such as ornaments, soft furnishings, photos and items of furniture. People freely use the communal lounge, dining room and two sitting areas. The dining area is large and is the heart of the home with mealtimes being a positive experience for individuals. The dining areas has a canteen feel with a pool table which residents enjoy using. The kitchen is very clean, organised and maintained to a high standard with separate food storage areas. The home has a cook with home cooked nutritious meals made daily. There is a smoking area and landscaped courtyard. The home is based in a central area of Cardiff with accessible public transport and good links to the City Centre of Cardiff.

The home promotes good hygiene practices and manages the risk of infection. Arrangements are in place to minimise risk to people's health and safety. Audits show checks are carried out to identify and address any problems. The home is compliant with Fire Regulations and periodic testing of equipment is completed. Personal Emergency Evacuation Plans are individualised and kept up to date. We saw that window restrictors are in place on the first floor.

There is good oversight of financial investment in the service. The provider actively seeks ways to continuously improve the service and is currently renovating and maintaining the upstairs bathrooms.

## Leadership and Management

People are supported by hardworking and dedicated care staff who are valued in their roles. Support staff are safely vetted, trained, and appropriately supervised. They receive regular supervision and appraisals and are motivated, they feel valued and supported by the management team. Feedback indicates the management team are approachable and understanding. One staff member told us, *“Management are very supportive, it’s a family feel working here, its homely and we are a regular team of staff that know each other really well. Its relaxed here, we have a good rapport with people living here.”*

There are good arrangements in place for the oversight of the service to ensure the best possible outcomes for people. The Responsible Individual (RI) has a regular if not daily, presence at the service, they engage well with people, their representatives, staff, and professionals involved. The quality of care is reviewed on a six-monthly basis and a report is produced and demonstrates a good insight of service delivery. Surveys are used to obtain the views of stakeholder, staff and people using the service. We read and heard many expressions of thanks and gratitude from professionals visiting the service. One professional told us the provider’s alcohol management plan is excellent and has achieved improved health and well-being for many people living at the service.

The management team arrange activity days to bring people together who use the service, to have opportunities to get to know their management team but also to provide opportunities for social networking. There is an open culture within service delivery, and senior management have a good understanding of the daily experiences of people who use the service. People can have direct access and communication with senior management. The manager and RI are present at the service daily for long periods of time, socially interacting, building relationships, and sharing experiences with those living in the service. They try to experience first-hand the life of people in the service and show a high level of care, commitment, and dedication to improve the lives of people at Grange Lodge.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A



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**Date Published** 03/11/2023