



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Grangelodge Residential Home Ltd



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



02920235414

Date(s) of inspection visit(s):

02/04/2025

Service Information:

Operated by:	Grangelodge Residential Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	32
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture.

Ratings:



Well-being

Good



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Grangelodge is a care home for adults in a residential area near the city centre of Cardiff. The service is a family-run setting that began as a residential home in 1989 and has since evolved with an aim to specialise in mental health, substance and alcohol misuse issues.

During this inspection, we found care and support provided to people is outstanding. Many people have experienced transformative journeys due to the highly effective approaches delivered by skilled and knowledgeable staff, who advocate strongly for people. We found leadership and management and people's well-being is good, because management fosters a positive culture, and works transparently with external partners to address complex barriers to improve people's quality of life. Staff have a sound understanding of the hardships people have previously experienced and support people compassionately through a value base driven by respect and equality. The environment is good as it is safe and inclusive, promoting social engagement and independence.

Findings:



Well-being

Good

Many people shared that they are treated with dignity and respect, and their voices are heard. We observed care staff, especially management, displaying warmth and genuine care towards people, making them feel valued. One person mentioned that care staff *“have a good in depth understanding of what calms a person”*. We observed practices which validated this. Another person said, *“What is positive is, I can communicate openly, plenty of staff, I can have a joke with them”*. Many people are encouraged to embrace their identities and characteristics, knowing they are valued and respected, including their sexuality, culture, and past life experiences. Important relationships are acknowledged by leaders and staff. For those who have lost connections with family, the provider strives to help them to feel a sense of belonging with the family providing the service. Efforts are also made to rebuild and reconnect family relationships and foster new friendships among those living together in the home through group community trips and celebration events. People told us, *“I’ve got lots of friendships here”* and *“There is an activity on every day in the home, something to break up the day to prevent you from sitting in front of the TV all day.”* For those who cannot afford to participate in community trips, the provider funds these privately to ensure all individuals are entitled to the same opportunities.

Many people have control over their daily lives, are aware of their rights and are involved in decisions that affect them. The provider gathers people's views through regular resident meetings and ensures advocacy is provided when needed. People are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service is inclusive and recognises people's past skills and knowledge and involves them in worthwhile tasks around the home. The provider informed us that they will further strengthen their efforts to demonstrate co-production and collaboration with those who use the service, by evidencing choice of activities and reviews of personal plans.

People are safeguarded from abuse and neglect and live in a secure environment where most people feel safe. We found strong support systems to ensure any risks are promptly identified and addressed. There are effective whistle-blowing and safeguarding policies and procedures in place. All staff are trained in safeguarding, and the provider shares concerns with relatives and professionals without delay. There is a positive open culture, and many people feel confident to raise a concern and complaint, with confidence the manager will address it. To improve this, the provider will implement a central recording system to capture concerns raised for clear analysis of patterns and trends. We found a lack of oral and mouthcare assessments and plans, but the provider has already identified this internally and is actively working to address this.



Care & Support

Excellent

The provider excels at risk management, gaining people's trust and re-engaging people back into wellness. We saw creative ideas for engaging people in attending important appointments and treatment plans to maintain their health and well-being. We read excellent, highly comprehensive care documentation about people that is in line with best practice guidance and completed to a high standard. We read robust reviews of accident and incidents, patterns and trends for early, preventive interventions when people at risk.

People receive high-quality care and support to achieve their personal outcomes. Management work transparently and collaboratively with external partners to overcome complex barriers and risks impacting the well-being of people they support. The provider excels at supporting people with alcohol dependency and alcohol related conditions. They have a specialist knowledge of substance misuse issues and deliver a unique safe and responsible drink management approach to address this, for those that require it. Professionals shared that their clients underwent transformative, life-changing journeys, with many people saved from self-neglect and poor outcomes to now thriving because of the excellent care and support they have received. We were told by stakeholders, *"Management demonstrate a strong understanding and specialist knowledge of the needs of the people they support"* and *"We have a really good working relationship with them"*.

People are effectively monitored, and care staff respond to people's needs very quickly without delay. We saw a high staff presence at the service, with people's needs and requests being met swiftly. We also saw lots of positive practice promoting people to maintain their skills and independence for as long as possible. People shared that they feel at ease when communicating with care staff, and we observed many relaxed interactions between them and familiar staff members, including appropriate banter. Care staff and management were described by professionals as flexible, highly skilled, and constantly adapting person-centred approaches, providing an individual tailored service. A stakeholder told us, *"Really friendly staff, happy residents, management are really engaging."* A person using the service told us, *"Anything you need...and there is always someone to go to all the time"*.

People's medication is safely managed. We saw clear and accurate medication records and audits. People receive medication in a person-centred way, with clear guidance for care staff assisting individuals with epilepsy who require medication. The provider minimizes the risk of infection by promoting good hygiene practices from competent and trained care staff in infection control.



Environment

Good

People reside in a home that supports them to achieve their well-being outcomes. The facility features an open-plan kitchen and dining room, as well as an open-door interactive staff office. There are three living rooms available for use, each equipped with a television. People have access to necessary technology, including a computer, games console, and various film and television entertainment packages funded by the provider privately. We observed a well-maintained communal yard for garden access and outdoor games. The provider informed us of plans to redesign the two adjacent small living rooms into one large living area to better meet the needs of the residents, providing increased space and a calming, relaxing atmosphere.

People are content with their surroundings, and some have personalised their bedrooms. The environment requires repainting and refurbishment, with ongoing repairs needed in communal bathrooms and bedrooms. The provider has initiated essential maintenance and renovation work and was actively working on improvements at the time of the inspection. A plan will be implemented to ensure people's views and needs are considered when maintaining and renovating the premises. This will promote people's choices and control when personalising their bedrooms, allowing them to be fully involved in selecting colour schemes and décor within the home. Efforts will also be made to keep a clear record of access to bedrooms, arrangements for checking people have their bedroom keys to hand and people's involvement in choosing blackout blinds and décor and bedding in line with their preferences. Domestic staff were visible and quick to respond to maintaining cleanliness of the home.

People live in an environment which is safe with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks ensure the safety and well-being of people using the service. Financial investment has been made to update the electrical and fire safety systems. We saw fire safety equipment and doors within the home. Everyone has a clear personal emergency evacuation plan (PEEPS), and care staff are trained in fire safety and participate in regular fire drills to keep people as safe as possible. We found records relating to maintenance needs to be clear with dates when repair work will be completed by. The service displays a rating of five by the Food Standards Agency, which is 'very good'.



Leadership & Management

Good

People can be confident they are supported by a skilled leadership and management team that works collaboratively and places people's well-being at the heart of decision making. The leadership and management team do their best for people and are knowledgeable and involved in best practice and complex decision making with other agencies and professionals.

There is a positive and open culture within service delivery, driven by the values of the management team. The service vision and values are embraced by all familiar staff through a family-oriented approach. Staff have a good understanding of the daily experiences of people who use the service. People can directly access and communicate with the owner and Responsible Individual (RI), who spends long periods of time at the service every day. All management personnel at the home have an open-door policy, and we observed their doors open during the inspection visit, with management being highly integrated within service delivery. All staff are effective in ensuring that social status and power dynamics are balanced, treating everyone with equal regard. We felt an atmosphere of equality and integration within the home among management, staff, and people who use the service.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Care staff are sufficiently trained and are currently completing additional modules. All care staff are registered with Social Care Wales, the workforce regulator and have DBS (Disclosure and Barring Service) checks, to ensure they are fit to work with vulnerable people. A new recruitment tool has been developed to conduct thorough pre-employment checks for any new staff, which has not been needed yet, as the current staff team is stable with no changes or new additions. We found staff are motivated and competent in their roles, they feel highly supported. Although care staff do not receive formal supervision, they are monitored by the senior and management team. The provider will ensure that supervisions and annual appraisals are completed formally and made available at the next inspection.

People are supported to achieve their outcomes because there are effective oversight and monitoring systems in place to promote the well-being of people. The RI, supported by the deputy manager, is actively involved and responsible for maintaining oversight. Detailed reports on engagement with individuals such as the quality-of-care review reports and quality assurance checks are conducted to evaluate the service's quality and safety effectively.

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.

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.