



# Inspection Report on

**Woodland Lodge Care Home**

**Woodland Lodge  
Tenby  
SA70 8RA**

**Date Inspection Completed**

17/01/2023

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## About Woodland Lodge Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Woodhill Care Ltd
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	20/10/2021
Does this service provide the Welsh Language active offer?	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

Woodland Lodge has a warm, welcoming atmosphere where people are encouraged to socialise with others. People have regular interactions with care staff, who are visible and attentive to their needs. The service promotes people's health and well-being. Care staff have a good understanding of people's needs and preferences. They support people in line with their personal plans and make sure they have access to the medical and specialist services they need.

Care staff are appropriately trained and feel supported in their roles. The manager is approachable and committed to making positive changes within the service. The Responsible Individual (RI) has good oversight of the service and regularly consults with people, family members and care staff.

People live in a clean environment and are comfortable in their surroundings. The home and its facilities are well maintained.

## Well-being

The service promotes people's rights. Care staff treat people with dignity and respect and are committed to providing a service that enriches people's lives. People's care preferences and routines are identified within their personal plans. Care staff demonstrate a good knowledge and understanding of people's life histories. People are encouraged to have their say about life at the home and staff spend time talking to them about this. The views of residents and care staff are collected and reflected in reports produced following quality of care reviews and formal visits made by the RI.

People's individual care and support needs are recognised and understood. A range of assessments and personal plans guide care workers in promoting people's physical and mental well-being. These are updated following changes in people's needs and any new advice given by health and social care professionals. Daily recordings show that people receive the care and support they need, in line with their personal plans. People have positive interactions with care staff and are able to take part in some activities which they enjoy. The range of activities offered was inevitably curtailed during the Covid-19 pandemic but care staff described how this was gradually being addressed. Records show that people receive their prescribed medication. The service promotes a good standard of hygiene and infection control to reduce risks of cross infection.

There are systems in place to help protect people from harm. Care staff are visible and attentive to people's needs. Equipment is in place, as needed, to promote people's safety and comfort. Care staff complete training in relation to safeguarding vulnerable adults. They are familiar with and know how to access the service's policies and procedures. We saw care staff responding promptly to people's requests for assistance. Care staff receive mandatory and specialist training that supports them in their roles. Staff are safely recruited, following a robust recruitment process.

People live in clean, comfortable accommodation. They have access to a garden, two lounges and a spacious dining room. Communal and private rooms are homely and well furnished. Equipment is regularly serviced to ensure it is safe for use. Environmental safety measures are in place and routine health and safety checks are carried out.

## Care and Support

People receive a good standard of care and support from an attentive team of staff. Social interaction is encouraged. We saw care staff tending to people's needs and requests in a calm, knowledgeable and respectful manner. People appeared to enjoy a comfortable and warm relationship with care staff. People told us that they feel happy and well cared for. Assessments are carried out to ensure the service can cater for people's particular needs before they move in. Risk assessments and personal plans outline how people's care and support needs should be met, taking into account their care preferences and routines. Personal plans are reviewed and updated regularly. Records show that people receive input from medical and specialist services, as needed, to promote their health and well-being. Daily records are detailed and easy to read and understand.

People receive appropriate support with their medication. Medication records show that people receive their prescribed medication at the correct time. The service has the facilities to store medicines safely. We saw that controlled medication is stored appropriately and signed for correctly. Records confirm that care staff complete medication training and have their competency assessed to help ensure they handle and administer medicines safely.

The service promotes a good standard of hygiene and infection control. We found the home and its facilities to be clean throughout. Care staff make sure people's private rooms and equipment are kept clean and hygienic. Appropriate measures have been implemented to reduce Covid-19 and other infection risks. Personal protective equipment (PPE) and waste bins are available and accessible. Care staff are clear about their responsibilities with regard to infection control.

We saw that the kitchen was clean and that cleaning rotas and records are kept. There were good stocks of fresh, frozen and tinned goods. We saw that the menu is varied and that the majority of meals are home cooked using fresh foods. The dining tables were laid tastefully and mealtimes offer people an opportunity to socialise if they wish to.

## Environment

The service has the facilities to support people to achieve their personal outcomes. Communal areas are spacious and homely, allowing people to move around freely and to enjoy social activity. Two downstairs toilets have recently been upgraded and both are sufficiently spacious to allow people to be assisted safely should this be required. We saw that people's private rooms are suitably furnished and decorated. They had been individualised with people's own possessions, such as photographs, ornaments and small items of furniture. People told us they are pleased with their rooms. A level patio area is accessed from one of the lounges. This provides seating for people and also offers them an opportunity to grow flowers or vegetables in raised beds if they wish to. The manager described plans to paint the outside furniture to make it more user friendly.

People live in a safe, secure environment. We saw that equipment is in place, where needed, to promote people's safety. Records show that moving and handling equipment is serviced. A maintenance officer carries out general repairs. Routine health and safety checks are carried out. People have a personal emergency evacuation plan (PEEP) in place to assist in their prompt, safe evacuation during an emergency. Records show that fire safety equipment has been serviced. Care staff receive training in relation to fire awareness and health and safety.

## Leadership and Management

The service is well run. The manager and care staff are visible and have regular, meaningful interaction with residents. Care staff told us that, although challenging at times, they are able to provide person centred care. We found care staff to be friendly and professional, focusing on people's physical, emotional and social well-being.

Standards at the service are closely monitored by the RI and management team. The RI is open to feedback and available to staff via phone and during her regular visits to the service. Records confirm that the RI visits the home every three months to formally assess standards. Informative quality of care review reports are produced as required.

Care staff receive appropriate training and support. Training records confirm that staff complete mandatory and specialist training relevant to their roles and the needs of the people living in the home. Care staff receive regular formal and informal supervision, which allows them to reflect on their personal achievements and the experiences of the people they support. Care staff told us that they feel valued and supported in their roles and that there are opportunities to develop. Care staff are proud of the outcomes they have achieved for people.

The provider ensures that care staff are safely recruited. Employee recruitment records show all required pre-employment checks are in place before new employees start work. These include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. All care staff carry out an induction programme on commencement of their employment and are employed initially for a trial period. Information about the service can be accessed easily. The service has up to date policies and procedures which are easily available to staff. We found that the service is being provided in line with its statement of purpose.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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