



Kinmel Lodge



Kinmel Lodge Residential Home, 2 Betws Avenue, Kinmel Bay, Rhyl, LL18 5BN



01745337886



www.kinmel-lodge.co.uk

The inspection visit took place on 09/09/2025

Service Information:

Operated by:	Kinmel Lodge Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
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, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Kinmel Lodge is a care home for people with dementia. It is located in Kinmel Bay and is close to local amenities. The home provides accommodation for up to 28 people.

Care provided is person-centred, and people's physical, emotional and mental health needs are being met. Plans are person centred including detailed information about people's life histories and their personal preferences. People are involved in making choices and decisions about what they want and how they spend their time. There are plenty of opportunities to participate in an extensive range of activities both at home and trips out into the community. The home has a private and accessible garden area.

At this inspection we found people's well-being is good, because the care and support people receive and the environment, they live in support them to achieve good well-being outcomes. Leadership and management of the service is good because of the positive actions of the RI, manager and staff team ensure people achieve good outcomes.

Findings:



Well-being

Good

People have control over their lives. Personal plans contain information about personal preferences, likes, dislikes, choice making and capacity. Resident's meetings ensure people's voices are heard and acted upon. The service are working towards the Welsh Active Offer with guidance being followed to implement it and staff identified to lead on this.

Peoples physical, mental health and emotional wellbeing needs are met by staff. Health needs are recorded with regular contact made with the doctor and other professionals for advice and support. Professional's comments include *"In my opinion, the team there are very quick to respond to both medical and personal matters, ensuring that residents' needs are met promptly and effectively"*. Some professionals suggested improvements that could be made and we discussed this with the RI. The policy and documentation about falls needs to be reviewed to ensure this is being followed in practice. Healthier lifestyles are promoted; fitness is encouraged with exercises and a personal trainer.

People benefit from accessing an extensive range of activities. The activities person is very creative with lots of activities on offer to appeal to everyone. They spend time engaging people in activities in the home and also support them to access the community. On the day we visited people were flower arranging in the dining room, there had been a quiz and a trip out to play bingo at the local pub. Care staff told us *"Activities are well thought of"* and relatives commented on *"Excellent activities"*. Professionals said, *"During each of my visits there has consistently been some form of activity taking place for the residents"*. Entertainment is also brought into the home, including animal encounters where people are able to touch and hold the animals. People enjoy the lovebirds and cats who also live at Kimmel Lodge. Professional's comments include *"I know many residents find joy in the animals that are living in the home, they are all very fond of the cats"*. International cat day was celebrated with new items bought for their pets.

People benefit from positive relationships. Care staff know people well and told us *"Residents are treated like family"*, and *"I have good relationships with residents and their families"*. Arrangements are made for people to meet up with their loved ones, having lunch or a drink out with them in the community with staff support if requested. Care staff said, *"We will always assist on family outings if they need that support"*.

People are protected from harm. Care staff receive safeguarding training and there is a policy for them to follow. Relative's comments include *"Staff care about the residents, if there are any problems they will contact me so we can discuss it"*.



Care & Support

Good

Personal plans are person centred, containing detailed information about people's care and support needs. Plans are reviewed to ensure they are kept up to date. Relatives commented on reviews being completed and being updated regularly about any changes to people's care needs.

People are provided with good care and support through a service which involves them, considers their personal wishes and risks. Relatives and staff told us the care and support is *"Excellent"*. Professional's comments include *"Overall, I am confident that both individuals are being well cared for and supported appropriately according to their individual needs"*. Relatives told us *"The staff work to meet the resident's individual needs and go above and beyond to do that"*. Relatives also commented on an *"Excellent care home"*, *"Excellent service, extremely happy with the care my mother receives"* and *"I cannot speak to highly about Kinmel Lodge"*. They also told us *"My Mother is happy and well looked after"*, *"We are very happy with the service she receives"*, and the *"Care provided is excellent"*. Staff commented *"I feel we are very person centred and tailor our residents needs accordingly"*.

Themed meals are provided to ensure mealtimes are more interesting and appealing. A new chef has been recruited, who is passionate about ensuring people eat well and told us people have already started to put on weight. Care staff commented *"We have a new chef who is amazing. He cooks healthy meals, personalises meals, makes them appealing and there have been lots of weight gains"*. Hydration stations are provided to ensure people can access drinks and snacks in between mealtimes.

People are pursuing their passions and achieving their goals. They are able to say what they want to achieve and are supported to make their 'magic moments' happen. These provide opportunities for people to achieve the things that matter to them. Some examples include going fishing, visiting museums, seeing the cats at the animal rescue centre and going to the garden centre. Resident of the week focuses on one person at a time, providing them with a choice of their favourite dinner, an outing they want to go on and an item is purchased for their room.

The service promotes hygienic practices and manages the risk of infection. Staff complete relevant training required and follow the provider's policy for managing risk of infection in the home. Audits are also completed to address and improve any areas. Personal protective equipment is available for staff to use. The deputy manager is the lead person for infection control. The home is kept clean and tidy with a head housekeeper appointed to oversee the standards of cleanliness.



Environment

Good

People live in a home which meets their needs. Their rooms are personalised reflecting any passions, interests as well as colour preferences with matching bedding and curtains of their choice. People have their personal belongings including photographs and they have personalised blankets and cushions gifted to them. Outside each door is a memory box with photographs and special items that each person can recognise, relate to and helps them with orientation.

The lounge on the ground floor provides a pleasant place for people to sit in and socialise with one another. We saw a Harry Potter themed afternoon had recently taken place with a film, cakes, banners and the balloons were still up. The lounge upstairs is being redecorated to include new items of interest for people to enjoy. The dining area has different murals including a bakery and pub which helps with orientation as this is a place where people can eat and drink. There is a menu on the wall to inform people what meals are on offer. The halls have been brightly painted and also offer places of interest including a red telephone box, grocery store mural and a library with books and puzzles. The manager spoke about plans to update more areas of the home. The quality-of-care review by the RI identifies work to be done to further enhance both the home and garden.

There is a private garden which people like to use in the nice weather. This includes a gazebo with tables and chairs, different coloured benches, garden sensory accessories and a water fountain. Planters are being used for growing vegetables. Professional's comments include *"The home itself appears clean, well-maintained"* and care staff commented on a *"Warm, welcoming environment"*.

The service provider identifies and mitigates risks to health and safety. A range of audits relating to health and safety are completed regularly and staff complete training and follow the providers relevant policies. Maintenance work is carried out when needed and records are kept of this. Different heads of departments meet to discuss any issues within the service and find ways to address these together.



Leadership & Management

Good

Care staff are appropriately recruited, supported and receive training to carry out their job roles effectively. Recruitment checks are completed and staff files contain the necessary information. Care staff are registered with Social Care Wales, the workforce regulator. Care staff told us they feel very well supported and commented *"Staff work well as a team"*. Team meetings and supervisions provide opportunities for them to raise any issues, share information and have discussions. Care staff are complimentary about the management. Their comments include management *"Are always on hand ready to help with any problems that arise, a good management team"*. They also said *"Our manager does an amazing job, as does our deputy they are both professional, approachable and helpful. They have an open-door policy"*. Care staff told us their opportunities for learning and development are *"Excellent"*. Relatives are complimentary about staff. Their comments include *"Staff are hardworking, polite and helpful"* and *"Staff are extremely approachable for both residents and families and communication is very good"*.

There are governance arrangements in place but these need to be more robust. The manager feels well supported in their role by the RI and deputy manager. The RI and manager are always looking at ways to further improve the service with work ongoing. The RI visits Kinmel Lodge every three months to speak with people and staff, look around the premises and check records to identify and address any issues. A six-monthly quality of care review report is also completed. Records for this show there is insufficient analysis and action planning to support the continued improvement and development of the service. This includes the gathering and analysis of findings regarding incidents and falls. This is an area for improvement and we expect the provider to take action to ensure quality monitoring drives improvements in the service to keep people safe and further reduce risks. However, on balance, and considering the findings of the inspection overall, we have decided to award a good rating for leadership and management. This is because of the other positive actions of the RI, manager and staff team to ensure people achieve good outcomes.

A positive culture is promoted. Parties are held frequently to recognise, value and celebrate people. The manager spoke about recent birthday arrangements made with sensitivity given to those who are on special diets so everyone could be included and enjoy themselves. The RI also celebrated their recent birthday with everyone at the home. Care staff commented on a *"Caring environment with an understanding management team"*, *"Everyone works as equals"* and told us *"Everything works well as a whole"*. Relative's comments include *"All of the staff, including management cannot do enough for us as a family and our mother"*.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People may not always achieve good outcomes because the provider needs to improve their analysis of complaints, concerns, incidents, and audit findings to identify trends, and reduce risks for people, particularly relating to falls.	09/09/25

CIW has not issued any Priority action notices following this inspection.

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.