

## Manor Lodge



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<https://accomplish-group.co.uk>

The inspection visit took place on 10/02/2026

## Service Information:

Operated by:	Accomplish Group Specialist Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	7
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

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Manor Lodge is a residential care home service in Newport specifically designed to support people with Acquired Brain Injuries (ABI), Learning Disabilities and Mental Health needs. The service provides a safe, structured and therapeutic environment where people are supported to achieve positive outcomes and maintain as much independence as possible.

We rated Well-being as Excellent. People experience warm and meaningful relationships, benefit from a homely atmosphere and are supported through personalised activities, grief support and opportunities for positive risk-taking. Staff promote choice, emotional connection and community involvement, helping people feel valued and included.

We rated Care and Support as good. Staff know people well and provide consistent, compassionate support informed by detailed personal plans and strong multi-agency working.

Medication, safeguarding and infection-prevention arrangements are safe and effective. Strengthening person-led outcome recording would further enhance already good practice.

We rated the Environment as good. The home is clean, welcoming and well maintained, offering multiple communal areas that promote comfort and choice, as well as a pleasant outdoor space. Repairs are addressed promptly when needed.

We also rated the Leadership and Management as good. Governance arrangements are robust, and staff describe strong support, positive teamwork and a well-led culture. Training, supervision and safe recruitment processes ensure a competent and stable workforce committed to high-quality care.

## Findings:



### Well-being

**Excellent**

People experience warm, respectful relationships with care staff who know them well and interact in ways that promote dignity and emotional well-being. The service is an inclusive, lively environment where people take part in meaningful activities that reflect their interests, identity and history. Activities are tailored, enjoyable and contribute positively to people's daily well-being.

A notable strength of the service is its compassionate and thoughtful approach to grief and loss. The service actively supports people through bereavement in a sensitive, person-centred way. We saw memorial displays and a shared remembrance bench that honour people who have passed away. This encourages care staff and residents to come together to remember, talk and reflect, which helps people maintain emotional connection and feel supported during difficult times.

People stay connected to family, friends and their wider community because care staff actively support them to maintain these relationships. The service uses its own vehicle to help people access community activities easily and safely. We saw care staff supporting people to go out spontaneously as well as through planned activities, showing a flexible approach that responds to people's needs and choices as they arise.

The service takes a least-restrictive, positive risk-taking approach, regularly exploring safe ways for people to gain more independence, trying new methods of support where appropriate, and only using restrictions when needed to maintain people's safety.

The service displays an inclusion calendar which includes cultural celebrations and themed days, helping people stay engaged and involved in shared experiences. Care staff also create personalised framed collages that reflect each person's interests, hobbies and identity. These collages help people feel recognised and understood, and they support new care staff to build meaningful connections by giving them an immediate insight into what matters to each person.

The service is a sponsor of the Pets as Therapy project and has a resident house cat, Alfie, who offers comfort and a calming presence to the people who live there. Alfie helps create a homely atmosphere, encourages positive interactions and routine, and provides emotional reassurance for people who may find comfort in sensory or companion-animal support.



## Care & Support

Good

People receive consistent, compassionate care and support that reflects their needs, preferences and daily routines. Care staff know people well and use their knowledge to provide calm, reassuring and responsive care. We saw meaningful interactions throughout the day, with care staff giving people time, actively listening and adapting support to match each person's communication style and emotional needs. A relative of someone living at the service told us, *"The staff are kind, caring, and professional, and they have made this place feel like a true home."*

Personal plans contain detailed information about people's histories, health needs, risks and preferences and care staff use this information effectively in their day-to-day practice. Records show regular involvement from external professionals, including General Practitioners, Community Mental Health Nurses, Physiotherapists, Podiatry and specialist ABI services, which ensures people receive timely advice and treatment. Care staff act quickly when they notice changes, escalate concerns appropriately and work closely with professionals to monitor people's physical and mental health. A professional told us the service has *"Very good links with wider NHS and LA professionals"*.

Medication administration processes are safe and well organised. Care staff follow clear 'as required' (PRN) medication protocols and monitor storage temperatures to ensure medicines are kept safely. Infection prevention and control procedures are well established, with consistent use of cleaning schedules, Personal Protective Equipment (PPE) and hygiene routines.

The service ensures to deliver to least-restrictive, person-centred support. Care staff regularly explore safe ways for people to do more for themselves, try new experiences and build confidence whilst always balancing safety with the person's right to autonomy. This approach helps people gain new skills and maintain a sense of control over their daily lives. We saw care staff using creative, person-centred techniques to support people with complex, challenging needs, helping them stay engaged, calm and in control while maintaining safety and dignity.

Positive risk-taking is part of everyday practice. Care staff support people to access the community in ways that match their abilities, interests and aspirations. We see flexibility in the way activities and outings are supported, allowing people to take opportunities as they arise rather than relying only on planned routines. This responsive way of working helps people stay connected, active and involved.

The service shows compassion and professionalism in end-of-life support, working closely with people and their families to ensure their wishes are respected, their comfort is prioritised, and meaningful connections are maintained throughout the final stages of life.



## Environment

Good

The environment at the service is warm, welcoming and thoughtfully designed to promote people's comfort, independence and well-being. Communal areas are homely and well maintained, creating spaces where people can relax and choose how they wish to spend their time. A member of care staff told us, "*Manor Lodge has such a homely feel to it; it's always clean and tidy,*" which reflects the positive atmosphere and standards upheld throughout the service.

People benefit from three distinct lounges, each offering a different experience and supporting meaningful choice. One lounge is set up as a games room, giving people a sociable and engaging space to enjoy activities, play games, and spend time together. The other lounges provide quieter areas where people can unwind, watch television, take part in arts & crafts, or simply enjoy time with others. This variety allows people to choose the environment that best suits their mood, sensory needs or daily preferences. People are encouraged to move around the home freely, reinforcing autonomy and comfort.

The service has a lovely outdoor space. It is accessible, well cared for and provides opportunities for fresh air, routine and seasonal activities. People use the garden for celebrations, relaxation, social interaction and time away from indoor spaces, promoting emotional well-being. There is an external lift available which ensures all areas of the garden are accessible to all people at the service. Repairs and maintenance are organised when required which demonstrates a responsive approach to maintaining accessibility and safety.

The service is clean, tidy and free from clutter. Care staff complete regular cleaning as part of daily routines, and infection-control measures are embedded in practice. Signage, clear walkways and good lighting support people's mobility, while personalised bedroom spaces help people feel recognised and settled. People's rooms are decorated to reflect their interests, preferred colours and personal belongings, strengthening their sense of ownership and comfort.

Health and safety arrangements are robust. Fire safety, equipment servicing, environmental audits, electrical testing, water checks and maintenance logs are all up to date and clearly recorded. When issues arise, managers act promptly to address them, ensuring the environment remains safe and well governed.



## Leadership & Management

Good

Leadership and management at the service is strong, visible and values-driven. Managers lead by example, set clear expectations and foster a culture where care staff feel confident, supported and motivated. People working at the service consistently describe a positive, stable and well-led environment and this is reflected in the quality of care we observed throughout the inspection.

The service follows safe recruitment practices and takes additional steps to assure suitability, completing thorough checks, verifying references robustly and seeking further clarification from previous employers where needed to ensure care staff appointed are safe, competent and appropriate for their roles.

Feedback from care staff highlights the commitment and capability of the care staff team, describing them as *“A passionate and caring staff team who are focused on the best outcomes for the people we support.”* This reflects a culture built on compassion, teamwork and genuine pride in the difference they make.

The feedback we received also indicates that managers support care staff well. One member of care staff told us they feel *“Very well supported,”* while another said it is *“An amazing place to work, it is a great team to work for.”* This shows care staff experience high levels of professional and emotional support, which in turn promotes strong continuity of care and a stable workforce.

Managers are described as highly supportive and present in practice, with care staff sharing that *“The team are excellent and trustworthy.”* Another person told us *“The culture, leadership and care are the best I have experienced,”* which demonstrates confidence in the consistency of leadership and its impact on service quality.

There is a clear focus on development and learning. Care staff told us there are opportunities for growth and several expressed pride in their work, including one who said *“I truly believe we are making a difference to the lives of the people we support.”* This reflects good managerial investment in training, supervision and continuous improvement.

The Responsible Individual produces a six-monthly Quality of Care Report that is detailed, structured and shows consistent evaluation of the outcomes. The reports show strong oversight from leaders, with audit findings, feedback and incidents reviewed and used to guide improvements

where needed.

## 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.**

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