



## Inspection Report on

**Pembroke Care Ltd trading as Hollyland Lodge**

**Pembroke Care Ltd  
Hollylane Lodge Care Home  
Holyland Road  
Pembroke  
SA71 4BL**

**Date Inspection Completed**

09/01/2024

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## About Pembroke Care Ltd trading as Hollyland Lodge

|   |   |
|---|---|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing   |
| Registered Provider                                   | Pembroke Care Ltd   |
| Registered places                                     | 14  |
| Language of the service                               | English   |
| Previous Care Inspectorate Wales inspection           | 26 January 2023   |
| Does this service promote Welsh language and culture? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

### Summary

People are very happy with the service they receive. They are supported by a friendly and caring staff team, who they have built up positive relationships with. When discussing their role and the service, a care worker told us, *"It's the best job I've ever had and I wish I did it years ago"*. The service is well led by the manager and assistant manager, people, their representatives and staff told us they value their support.

The environment is homely, comfortable and well-maintained. People personalise their own rooms and use communal spaces to relax and interact with each other, their visitors and the staff team.

The Responsible Individual (RI) regularly talks to people who live and work at the service, when he visits. Information from internal audits and surveys helps to inform their six-monthly quality of care review.

## Well-being

People receive the right care and support that meets their individual needs. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected and are supported to do things that matter to them such as meeting family, socialising with each other or spending time quietly on their own. Interactions between people and the staff team are friendly and relaxed. Each person we spoke with told us there is a family feel at the service. Representatives are very positive about the care and support; one said, *“This place has changed her life”*.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive an induction and ongoing development and register with Social Care Wales (SCW). Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the manager to resolve any issues raised.

The building is homely and people can personalise their own rooms. Communal areas are bright and comfortable. People use the different spaces available to do things they enjoy, for example chatting with each other, watching TV and reading books or papers. Gardens are accessible and people can do things that matter to them, such as enjoying the fresh air and chatting with their visitors. A representative told us, *“I’m always made to feel welcome and whenever I visit there is such a nice atmosphere, they’re always laughing”*.

People have a voice and their views are listened to because the RI involves them in quality assurance. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve and develop the service, following consultation with people who live and work at the home.

## Care and Support

People receive effective care and support that meets their individual needs and preferences. We saw lots of friendly and understanding conversations between people who live and work at the home. We observed many unrushed and positive interactions during the inspection. Passionate and dedicated staff take time to get to know people and support them to achieve their personal goals and outcomes. When discussing their role a care worker told us, *"I love the interactions with the residents and the banter is brilliant"*.

Representatives are also very positive about the service provided and they told us, *"The staff are fantastic with her and they have such a good relationship with each other"* and *"I can't fault the place, the staff are so nice"*.

People, care workers and professionals are involved in developing and maintaining personal plans. Senior staff review plans every month to ensure information is accurate and up-to-date and intend to add more detailed feedback from people and their representatives to the reviewing records. Documentation shows good evidence of health and social care professionals being involved and the advice provided is included within plans. Daily notes record the care and support offered and the manager told us they intend to include an account of the day from the perspective of the person. The provider is intending to introduce an electronic system for personal plans and will address these issues as part of its roll out.

The service has an activities programme and people also enjoy day to day pastimes such as reading newspapers, books, watching television and interacting with each other. Care workers respect people's decisions and each individual can choose to spend time in their own company, if they wish. A representative told us, *"They always ask what she wants to do for activities and if she doesn't want to do anything, they listen to her"*.

## Environment

The environment is homely, bright and fresh. The building is well maintained by a dedicated maintenance officer. People spend time in the communal areas chatting with each other, their visitors and the staff team. Individual rooms have a feature wall to help people orientate around the home. People are supported to personalise their rooms with their own pictures, ornaments and furniture. The grounds are accessible and people enjoy using them throughout the year.

People told us they entertain their visitors, whenever they wish in their own rooms, a quiet lounge or in the garden. A representative told us, *"I can call whenever I want to and am always made to feel welcome"*.

The provider has a planned upgrade programme to ensure the décor of the home is well maintained and inviting for people. Staff told us that any maintenance issues are acted upon quickly and repairs to the building are completed promptly.

Regular health and safety audits of the property are completed. Testing of fire safety equipment is up to date. Personal Emergency Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five and people told us they enjoy a variety of freshly prepared home cooked meals. We were told about an ongoing activity at the home, where people enjoy tasting food from different countries and cultures.

## Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. Staff are positive about the RI and told us he is approachable and supportive, a care worker said, *“He treats us all well and he’s a nice man”*. The RI visits the service every three months and the subsequent visit report evidence people, their representatives and staff are consulted with. We saw constructive feedback from all involved in the service in the six-monthly Quality of Care Review. The manager intends to develop this report further, in line with CIW guidance.

The manager has a hands-on approach and works directly with people who live at the service, we saw many understanding interactions between them. The manager and assistant manager work together as a team. Care workers told us, *“They are brilliant, I can go to talk to them about anything, we get along great and I really respect them”*. Representatives told us the managers are always available, easy to talk to and helpful, one told us, *“[Manager and assistant manager] are brilliant, I can talk to them whenever I need to. I only have to mention something and they are on it and they keep me up to date”*.

Staff told us they receive regular quarterly supervision with their line manager and discuss different areas of training every time. Supervision documents record this. Care workers told us they feel supported and have confidence in their line managers, one said *“[line manager] is very easy to talk to and I trust her”*. Discussions with staff demonstrate a good understanding of their responsibilities in relation to safeguarding. Up to date policies and procedures are in place to guide staff and support good practice.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring Service (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to enable them to meet people’s needs. Staff are up to date with mandatory E:Learning and told us they are looking forward to more face to face training. Care workers complete the ‘All Wales Induction Framework for Health and Social Care’ and register with SCW.

The staff work as a team to ensure there are adequate numbers of care workers, available to meet the needs and number of people at the service. Many care workers have worked at the service for years and have developed very positive and understanding relationships with people. A representative told us *“The staff know her and she knows them, which is so important”*.

### 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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