



## Inspection Report on

**Pen y Daith**

**12 Millard Park  
St. Davids  
Haverfordwest  
SA62 6QH**

## Date Inspection Completed

19/06/2024

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## About Pen y Daith

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St. Davids Care in the Community Ltd.
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	12 June 2023
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of the Welsh language and culture.

### Summary

A small team of experienced workers are led by an experienced manager. Care workers know people well and are suitably trained. Care records help inform care and people feel involved in the running of the service.

The environment is generally comfortable but some improvements are needed in respect of maintenance and attention to detail.

People are happy living at Pen y daith and regard those they live with as friends. They can do some things they enjoy, but staffing levels sometimes impact on this.

The Responsible Individual (RI) has good oversight of the service and knows people well. Quality assurance reports, although detailed, do not contain all the information needed.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers have completed training in safeguarding, and they know how to recognise and report any safeguarding concerns. They are confident the manager would take the actions necessary to make sure people are safeguarded. There have been some recent improvements to involve people in making decisions about the day to day running of the service and to make sure their views are considered.

The physical environment contributes to some degree to people's well-being. It is clean and people have personalised their rooms. But some redecoration is needed, as well as greater attention to detail in some areas. There is some secure outside space, but this needs some maintenance.

The relationships people have with those caring for them is very good. Care workers know people very well and know what and who is important to them. One person said "*they are lovely. We have a good laugh*" when asked about the staff.

People are happy and enjoy spending time at home and in the local community. Opportunities to do things are sometimes limited due to staff shortages.

## Care and Support

People are supported by a small team of care workers who know people very well. They know what and who is important to them. In addition to staff who have worked at the service a long time, there are some new staff who are becoming well regarded by their colleagues and those they support.

Care plans are comprehensive and care workers find them helpful. They have recently been reviewed but the provider should make sure any changes in need are reflected in individual care and support plans. There is a helpful pen picture as well as plans for a range of areas including mobility, appetite & nutrition, domestic skills and communication. Daily entries are detailed but the provider should make sure the language used is always person centred.

People's physical health needs are met as they attend for appointments as necessary. Weights are routinely recorded, and a podiatrist visits. There is some understanding of the importance of good nutrition and one person said, "*We are trying to eat more healthily*". Some meals are made using fresh ingredients and one person described the roast dinners as "*lovely*". However, there is still a reliance on processed food. Some people enjoy helping in the kitchen and during the inspection one person was preparing the vegetables and being encouraged by care workers.

There are some opportunities for people to do things that matter to them. One person does voluntary work, and others attend college. Some go to Church when staffing levels and transport permit and others enjoy spending time at home. Activities within the St Davids group include arts and crafts in one of the other services. One person is planning their birthday day out with care workers.

## Environment

People live in a service which is suitable for their needs. Accommodation is over two floors and there are bathrooms and toilets on both.

Bedrooms are generally comfortable and have been personalised to people's individual tastes. The communal areas are also comfortable and reasonably homely. People's artwork is displayed throughout the service. Care workers are responsible for keeping the property clean and this is done to a good standard overall. Care workers mostly have enough time to complete their cleaning duties but this can be a challenge if the full staffing compliment are not on duty.

The kitchen has been awarded the maximum score of five by the Food Standards Agency and care workers have the equipment they need. The kitchen is a sociable area where people sit and chat with care workers or help with meal preparation.

Parts of the service need redecorations. The paint in the hallway is damaged and this is attributed to unavoidable damage caused by a wheelchair. Greater attention to detail is needed in some areas and some maintenance work is needed to the garden.

## Leadership and Management

The RI and manager have good oversight of the service. The manager knows people and the staff team well and the RI visits regularly. People often pop into the office for a chat, demonstrating how comfortable they feel to do this.

A satisfaction survey has recently been carried out which show people are very happy with their care and support. Relatives are similarly very satisfied, with all those spoken to saying how happy they are, and confident in the service.

Some improvements have been made to make sure people have a voice and can exercise choice in regard to aspects of their care and support.

Quality of care reports are written, but these do not contain the information required. This is an Area for Improvement and will be followed up at the next inspection.

There is a focus on staff development with care workers completing a range of training in areas including the safe administration of medication, first aid, dementia care and moving & handling. Relatives describe care workers as skilled and appreciate that some have worked at the service for a long time, thereby building up a good knowledge of, and rapport with, people. The training matrix shows most training is up to date.

Supervision of care workers is carried out and this is generally up to date. However, not all managers have supervision in line with regulation. This is an area for improvement and will be followed up at the next inspection.

Care workers are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They contain the information needed, including references and security checks.

Staffing levels remain a challenge, and the RI said efforts are being made to recruit additional staff. The staffing levels do, at times, impact on people and to try and mitigate this, staff work flexibly across areas where possible.

### 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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6	Not all staff are receiving supervision. The quality of care reports are a summary of activities and appointments people have had, and not a reflective account of the service. This has not been identified or addressed by the RI. Staffing levels continue to mean people are not always able to do things that are important to them, and are required to have people from other services in their home.	New
73	The RI is not fully meeting their regulatory responsibilities. Whilst they write a r monthly Quality of Care report, this is a combined report for the four services. There is no evidence they consult with people; their relatives and staff. The RI does have a good knowledge of people and the services, but does not have a report to show they are monitoring quality and meeting their regulatory responsibilities.	Achieved

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