



# Inspection Report on

**Pembroke Haven**

**Pembroke Haven Residential Home  
Essex Road  
Pembroke Dock  
SA72 6ED**

## **Date Inspection Completed**

15/04/2024

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## About Pembroke Haven

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pembroke Haven (Residential Homes) Ltd
Registered places	33
Language of the service	English
Previous Care Inspectorate Wales inspection	12/7/2023
Does this service promote Welsh language and culture?	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

Pembroke Haven Care Home has a relaxed atmosphere that puts people at ease. People receive a good standard of care and support from a friendly, caring team of staff. They enjoy a range of meals and activities. Care workers know people well. Their individual needs and wishes are reflected within risk assessments and personal plans that are kept under review. Care workers are safely recruited and appropriately trained. They respect managers and generally feel well supported in their roles. People value the relationships they have developed with staff. The Responsible Individual (RI) oversees the running of the home effectively and takes into account people's views and experiences.

The RI and manager work collaboratively and provide effective leadership and management. People are very satisfied with the accommodation and facilities available to them and suitable arrangements are in place to ensure equipment and utilities are kept clean and properly maintained. Policies and procedures are in place which underpin the care and support provided.

## Well-being

People enjoy positive relationships within the home. Care workers spend time with people individually or as a group, which contributes to the home's relaxed and friendly atmosphere. Managers and care workers have developed a good rapport with people and understand their wishes and preferences. They offer ad hoc and scheduled activities to help occupy people, for example, bingo, arts and crafts, armchair games, quizzes and performances from entertainers. Notable occasions are celebrated, for example, people's birthdays and Easter. Care workers support people to maintain a healthy diet. People enjoy a varied menu and sociable dining experience. The care planning process ensures personal plans clearly capture people's care and support needs. People have access to medical and specialist services to promote their ongoing health and well-being.

People live in a homely environment where they can socialise with others or have privacy within their personal space. Rooms are spacious and nicely furnished and equipped. All bedrooms have ensuite facilities. The home is clean and tidy with suitable measures in place to minimise infection risks. There is a continuous programme of redecoration and refurbishment, so people continue to feel comfortable and valued.

People are cared for with dignity and respect. Care workers know what matters to people and are supportive of their preferences and routines. These are accounted for within personal plans, which are regularly reviewed. People are given choices with regard to what they eat and how they spend their time. The manager is planning to hold meetings for people and their relatives to participate in reviews of care plans. The manager also plans to introduce regular meetings with family members in order that they can visit the home and share their views about life within it. The RI seeks people's views about the service during formal visits, which helps influence change.

The management of medication is effective, with a designated head of shift identified to oversee the administration of medication. Environmental and equipment checks are carried out to reduce risks to people's health and safety. People are supported by care workers who have been appropriately recruited and trained. Although care staff receive informal supervision on a very regular basis, and report that they feel supported in their roles by the manager and RI, formal recorded supervision must take place on at least a quarterly basis in order to comply with Regulations. Staff meetings take place and minutes are available. Care workers understand their role in protecting people from harm and abuse.

## Care and Support

The service manages medicines safely. Medicines are managed in line with policy, with stock being controlled appropriately. Records confirm that staff who administer medicines complete medication training and competency assessments. Medicines are stored safely and kept at an appropriate temperature.

People are content with the support they receive. They follow their own routines and feel at ease relaxing and socialising with others. We saw people enjoying meaningful interactions with care workers, who showed a genuine interest in their well-being. One person described them as “*wonderful*” and another said, “*They’re all marvellous here, we are very well looked after*”. Care workers have a good understanding of people’s preferences and encourage them, as far as possible, to keep occupied doing things they enjoy. Care workers told us of plans they intend to put in place for outings during the summer months. The home has a varied menu and thoughtfully presented dining area, so people have pleasant, sociable mealtime experiences. People were complimentary of their meals, which looked and smelt appetising. Care workers regularly offer people a choice of hot or cold drinks throughout the day.

Medication management systems are effective, ensuring medication is stored and administered safely. Medication is stored securely and temperatures are recorded. People have medication support plans detailing how and when they take their medication. They also contain information about their medication and any risks associated with it. There is a medication policy and care staff receive training to help them administer medication in line with best practice guidance. We examined a selection of medication recording records (MAR) and found they are completed accurately. This indicates people receive their medication in line with the prescriber’s recommendations.

Written information is available for people to view. The statement of purpose sets out the service’s aims and objectives and evidences how it can meet the range of needs which are catered for. People are informed about the ways in which any concerns or complaints can be reported.

## Environment

Pembroke Haven can accommodate up to 33 people. The home is purpose built and set over one floor. All bedrooms are of single occupancy and contain en-suite facilities. There is a comfortable lounge, a spacious dining room and large conservatory with views over the Haven.

The home is clean, clear from clutter with no malodours throughout. A team of domestic staff is responsible for ensuring that cleaning tasks are completed to a high standard. The spacious kitchen is well stocked and kitchen and care staff are aware of people's individual likes and preferences. This was supported by relatives of people living in the service. A mix of pre-prepared and home made meals is offered and people consistently said they were satisfied with the food. People's bedrooms are clean and bright, offering an uplifting environment in which to spend time. People are encouraged to personalise their rooms if they wish to with, for example, small items of furniture, photographs, pictures and soft furnishings. We saw good evidence of this during our inspection.

A safe enclosed and level outdoor area is available for people use if they wish to. This area tends to be mainly used during the summer months when people like to sit outside and enjoy the view over the Haven. The area is also used for outdoor activities when the weather allows.

Utilities such as gas and electricity are regularly inspected by appropriately qualified people and the necessary safety certification is in place. There is a fire risk assessment and fire safety features such as alarms and firefighting equipment are regularly serviced. The home is secure from unauthorised access with visitors having to sign in on arrival and out on departure.

Good standards of hygiene and infection control are in place. Effective cleaning schedules support domestic staff in their duties. These outline the required daily cleaning tasks for all private and communal rooms. We found the home to be clean and hygienic throughout. Maintenance requests are logged and prioritised as needed. We saw that some flooring had been replaced, with other areas identified for replacement soon. There is a flow system within the laundry room to ensure separation of clean and dirty laundry.

Records confirm that fire and specialist equipment have been serviced. The home is kept free from hazards. We saw that people had safety equipment in place, in line with their personal plans. Checklists prompt staff to complete routine health and safety checks, which include testing water temperatures, fire alarms and call bells.



## Leadership and Management

Care staff are subject to a thorough recruitment process. This is to ensure they are suitable to work with vulnerable people. Pre-employment checks include references from previous employers and Disclosure and Barring Service (DBS) checks. On commencement of employment, new employees must complete a structured induction which is aligned with the All-Wales Induction Framework. Care staff are required to register with Social Care Wales, the workforce regulator. This is to ensure they are suitably qualified.

Care staff are trained to meet the needs of people living at the service and receive core and specialist training. Core training covers generic topics such as health & safety and safeguarding. Specialist training is specific to the needs of the people living at the service. We looked at records relating to training and found the service is generally compliant with its training requirements. We also looked at records relating to supervision and appraisal and found care staff are not currently receiving the required levels of formal support. All of the care staff we spoke to said they feel well supported in an informal capacity in their roles however and that they can approach the manager at any time.

Governance and quality assurance measures help the service run smoothly. The Responsible Individual (RI) has good oversight of service provision. They visit the home regularly and meet with people and staff to discuss their experiences and gather their views to inform improvements. During these visits the RI also analyses records relating to staffing, care and support and the environment.

Care workers spoken with said that they enjoy their work and most feel valued by their colleagues and by the management team. They commented that generally sufficient staff are on duty to allow them to meet people's care needs effectively but that additional staff would allow them to spend time more with individual people, chatting and providing social stimulation. It is anticipated that additional care workers will be appointed as soon as their pre-employment checks have been received. All care workers said that they would have no hesitation in raising any safeguarding concerns they might have regarding the people they care for and were able to describe the process they would use. Morale within the staff team appears good and care staff said that, on the whole, staff '*pull together*' and support one another.



### 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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