



## Inspection Report on

**Pembroke Dock**

**Surehaven Pembroke  
Fort Road  
Pembroke Dock  
SA72 6SX**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

08/08/2024

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## About Pembroke Dock

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	24
Language of the service	Both
Previous Care Inspectorate Wales inspection	21 July 2023
Does this service promote Welsh language and culture?	This service is making an effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

### Summary

People living at Pembroke Dock receive care and support from a team of staff who know them well and are committed to person centred care and putting people at the heart of their work. The atmosphere is calm, friendly and well organised.

The service is effectively led by an experienced manager. They are supported by a well regarded deputy and a team of staff made up of nurses, support workers, catering, housekeeping and maintenance. All of whom understand their important roles in contributing to people's care.

There are some very robust and effective governance arrangements in place to monitor quality and there is good oversight of the service.

Staff are safely recruited, feel supported and valued and have the training and supervision they need to carry out their duties. Care workers feel there are enough staff on duty at times, but there are occasions when more staff are needed, especially for activities and one to one support.

Care records help to inform care, and staff know people well. However, they do not always demonstrate people are receiving the amount of support they have been assessed as needing. The provider has identified that entries could be more detailed to reflect the person centred care they receive.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know the action they are required to take if they suspect a person is at risk. They are confident the manager would correctly deal with any concerns raised to make sure people are properly safeguarded. Referrals are submitted to the adult protection team and all staff have received safeguarding training.

The physical environment contributes to people's well-being. It is clean and well maintained. Small repairs are carried out promptly and people have a say in how their rooms and communal areas are decorated. There is some safe outside space which offers people a pleasant place to spend time when the weather permits.

There are some opportunities for people to do things that matter to them. An activities worker is employed who colleagues speak highly of, but there are times when they are required to carry out other duties such as taking people to appointments and working as a carer. Both the activities worker and care workers do try to offer a range of activities including group games and trips to local beaches, as well as individual activities such as hair and nails. There is a well-stocked activities room and there are plans to buy an interactive screen for people to use. It is not clear, however, that people who have been assessed as needing one to one support, are always getting this.

Staff morale is mostly positive, with one member of the team describing the staff group as *absolutely amazing... the care and dedication they give is phenomenal* and another said the team have been both *welcoming and approachable*. However, one staff member described things in the service as *OK at times*. During the inspection visits, the atmosphere was calm and well organised with care workers carrying out their duties in a relaxed and friendly way.

People receive care and support from a team of workers who know them well and know what and who is important to them. Care workers are respectful and show regard for people's dignity and diversity. They are not rushed in their work and rely on their colleagues to help when necessary. Interactions are friendly and show a rapport has been built.

There are high levels of satisfaction amongst visiting professionals and relatives. One told us *X is a lot calmer* since being at the service, and another described the staff team as *very, very good*. A health professional said *excellent, absolutely fantastic... they take advice and relish it... I'm very very impressed*.

There are some opportunities for people to receive a service in Welsh if they choose. Some staff are Welsh speaking and others are being encouraged and supported to learn the language.

## Care and Support

Care and support plans help inform and direct care. There are plans and risk assessments for a range of areas including communication, eating & drinking, personal hygiene and mobility. Care and support plans are regularly reviewed and updated to make sure they remain current. A comprehensive assessment is completed which considers the individuals capacity and ability to understand their care and support, and to decide if any further referrals are needed to make sure decisions are made in the person's best interests. People's individual goals are documented as well as 'how best to support me' and 'what I need you to know or do'. Most care workers find the records helpful and have the time they need to read and complete them.

Daily entries are made as a contemporaneous record and provide good evidence that people's physical health care needs are met, including nutrition, hydration and personal care. However, not all entries are written in a person-centred way, and they do not demonstrate a good level of engagement with staff. This was discussed with senior managers who have already identified this and have agreed to review the electronic record formatting.

People's physical health needs are met. A nurse is always on duty and is responsive to requests for assistance and guidance from care workers. Care workers know how to recognise signs of skin pressure damage and for those whose mobility is restricted, repositioning is carried out regularly. Pressure relieving equipment is readily available. Health professionals, including GPs, physiotherapists, diabetic specialist nurses and mental health workers are involved in people's care.

An activities worker is employed who is very well regarded by colleagues, being described as "*a bundle of energy*" but some staff told us the activities worker is sometimes required to work as a carer or a driver meaning the time they have to engage with people is reduced. A list of planned activities is displayed, and where possible, care workers try and offer some group or individual activities. However, as noted above, there is little evidence of this in the care records.

Some people have been assessed as needing one to one time. Most staff say people get this time, but the records do not always provide evidence of this, and some staff said the one to one time is not always offered. Duty rotas show staff are generally rostered to carry out the one-to-one duties and the manager said they are confident people do get the time they have been assessed as needing. Managers have already identified there are some gaps in recording of information in the care records.

There is an understanding of the importance of good nutrition. The chef has many years of experience and knows how important good, home cooked and nutritious food is to people. They try to involve people in the meals offered and review the menus periodically, involving both care workers and people.

There is a good choice of meals and greater emphasis is being placed on offering vegetarian options. The catering team take pride in their work and meals are well presented. Food is available outside mealtimes and special diets and special events are catered for. This includes cakes and buffets to celebrate birthdays as well as themed nights, including a Mexican and Chinese evening meal.

## Environment

Pembroke Dock is well maintained and in good decorative order. People have personalised their rooms with items of furniture, photographs and ornaments. There is a programme of redecoration and people are involved in helping to choose colours. The environment is as homely as possible.

Visitors are allowed entry by staff and then required to sign in to a book, meaning care workers know who is in the service at all times. The building is secure, as areas are segregated with coded door locks and external doors are kept locked. CCTV offers additional security to the outside areas of the premises.

Standards of cleanliness throughout are good, but dusting is needed in some areas. Staff are employed to do the laundry as well as housekeeping and they appear to take pride in their work.

There is some outside space which is well maintained and easily accessible for people.

Robust and well-established processes make sure equipment and services are in good order. Checks are made on fire safety equipment; beds and water temperatures, and records are clear and show these checks are carried out regularly. The maintenance worker takes pride in their work and is clearly an integral part of the team, interacting with people in a friendly and relaxed way.

The kitchen has been awarded the maximum score of five by the Food Standards Agency. Catering staff have the equipment they need and there is adequate storage and ventilation.

## Leadership and Management

The responsible individual (RI) has good oversight of the service and visits regularly. They are supported by a team of senior managers who work closely with the manager and have a good understanding of the service. There are some very strong governance arrangements in place to monitor quality. Reports show the provider is meeting their regulatory requirements, and reports are both detailed and reflective. They set out areas where the service considers they are doing well, and also where improvements are needed. There is a high level of confidence in the manager, who is described as “*brilliant*” by one of the team. The manager was recently presented with an award for their leadership at the staff awards celebrations.

There are some robust processes in place to make sure incidents are recorded, reported and acted upon. There is significant investment into staff welfare and well-being, including access to GP services and psychological support. A range of audits are carried out to monitor quality and the results are very positive.

The company is now employee led which means staff have a real say in the running of the service and also benefit financially from any profits resulting from their work. A staff representative makes efforts to engage with the team and take any ideas and concerns to a senior leadership team.

Care workers are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain the required information including references, Disclosure and Barring Service checks (DBS) and an employment history.

There is a good emphasis on training, with care workers being described as “*skilled*” by both relatives and visiting health professionals. The training matrix shows care workers have training in a range of areas, including autism, equality & diversity, dementia care and mental health. Most training is up to date and if additional training is needed, then this is sourced by the provider.

Care workers get feedback on their work both formally at supervision and more informally on a day-to-day basis. They can raise any ideas or concerns they have and are confident of getting a helpful response. The supervision matrix shows supervision is mostly up to date and records show training, professional development and more personal matters can be talked about safely and confidentially.



### 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.

### 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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