



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Pips Lodge



Pips Lodge, George Street, Milford Haven, SA73 2AY



01646694027

The inspection visit took place on 20/04/2026

Service Information:

Operated by:	Silver Springs Support Ltd
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:	5
Main language(s):	Welsh and 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

Excellent

Summary:

People living at Pips Lodge experience an excellent well-being and quality of life that is shaped around their individual needs, preferences and aspirations. People are supported to make choices and maintain control over their lives, with positive risk-taking enabling independence while keeping them safe. Robust safeguarding arrangements are also in place to protect people from abuse and neglect

People receive good care and support where care is person-centred, outcome focused and consistently delivered by staff who know people very well. Health needs are well anticipated and managed through effective partnership working, ensuring timely access to healthcare and consistent monitoring. Medication is safely managed through clear systems, and infection prevention and control practices are consistently applied.

The environment is good, welcoming, homely and well maintained. Accommodation is thoughtfully designed, accessible and personalised, with communal and outdoor spaces that promote social interaction, choice and wellbeing. Health and safety arrangements are well embedded and effectively managed.

Leadership and management is excellent highly effective, with strong governance, oversight and quality assurance systems driving continuous improvement. Staff are skilled, well trained and supported, benefiting from visible and responsive leadership. Overall, excellent leadership and management underpins consistently high-quality outcomes and positive experiences for people living in Pips Lodge.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People experience an excellent quality of life that is shaped around their individual preferences, strengths and aspirations. Care and support plans are comprehensive, outcome-focused and written in ways that reflect people's voices, demonstrating strong involvement in decision-making, we saw communication aids in use to ensure people are consulted in all aspects of their lives where possible, are offered choices and understood. Health needs are anticipated and well managed through effective partnership working with health professionals, resulting in timely access to treatment and consistent health monitoring. Staff actively promote independence through well-judged positive risk-taking, enabling people to develop life skills while maintaining safety. We saw people encouraged to participate in household duties and enjoying meaningful activities in the community that reflect their interests and routines. This contributes positively to people's emotional wellbeing, confidence and sense of purpose.

People are safe and protected from abuse and neglect. The provider has robust safeguarding arrangements in place that consistently protect people from harm. Staff show a good understanding of safeguarding procedures and are confident on how to report any concerns promptly. The culture within the service strongly promotes openness, accountability and learning, with safeguarding practice embedded into everyday care delivery. Risk is assessed thoroughly and reviewed regularly, enabling people to live fulfilling lives while remaining protected.

People are supported to cultivate safe and healthy relationships. Relationships between people and staff are exceptionally positive and characterised by kindness, trust and mutual respect. Staff know people extremely well and consistently respond to verbal and non-verbal communication, ensuring people feel heard and understood. People are actively supported to maintain meaningful relationships with family, friends and the wider community, reducing social isolation and promoting emotional security. Families speak very positively about the service, highlighting strong communication, transparency and confidence in the care provided. The manager is visible and supportive, fostering a stable staff team, contributing to people's emotional wellbeing.

People live in accommodation that supports their well-being outcomes. The environment is welcoming, homely and thoughtfully adapted to meet people's diverse needs. Bedrooms are personalised, enabling people to express their identity and feel a strong sense of belonging. Communal areas and outdoor spaces are accessible and encourage social interaction, independence and choice. Safety systems, including fire safety arrangements and routine checks in the service are in place to ensure the service remains safe for people.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. People receive care and support that is reliably delivered, responsive and based on a good understanding of their individual needs. Care plans are clear, relevant and regularly reviewed, providing staff with sufficient guidance to support people in a consistent and person-focused way. Staff know people well and adapt their approach when people's needs or circumstances change. This supports people to achieve agreed outcomes and experience continuity of care. One person indicated that staff *"Understand how I like things done and help me each day,"* reflecting care that is familiar and responsive. Professionals described communication with the service as effective, noting that support plans are *"Clear and helpful when changes in support are needed."*

People are protected from harm and abuse. Care staff are up to date in safeguarding training, and this was evidenced on the training matrix. Safeguarding records demonstrate that concerns are responded to promptly and managed in line with organisational and statutory guidance and transparency was also seen with open reporting of these to Care Inspectorate Wales as required. Staff feel confident and able to raise concerns and understand their responsibility to act in people's best interests. Relatives told us they felt reassured by staff vigilance, with one commenting they felt confident that *Staff would act quickly if there were any worries.* These arrangements support a safe environment where people are appropriately protected. The service applies for Deprivation of Liberty Safeguard (DoLS) authorisations for people who do not have capacity to make decisions about their care and accommodation to ensure their care is delivered in their best interests.

People's medication is managed safely. Medication is managed through clear systems that promote safe administration and reduce the risk of error. Records seen were accurate and provide appropriate oversight of people's medication needs. Medication is stored in a lockable cupboard which each person having their own storage container for their medication, Temperature checks are in place to ensure safe storage conditions. Staff are trained and assessed as competent before administering medication, and guidance is available to support consistency. Where changes to medication occur, these are communicated effectively and recorded appropriately. A healthcare professional commented that medication management was *"Well-organised"*, and staff told us the documentation available to them is *"easy to follow,"*

People's risk of infection is minimised. Infection prevention and control practices are consistently implemented to reduce the risk of infection. Staff have a good awareness of hygiene procedures and follow guidance to maintain a clean and safe environment; we saw good food handling procedures taking place whilst lunch was being prepared by care staff. Cleaning schedules, availability of personal protective equipment and staff training support safe practice. Relatives noted the service was *"always clean and well looked after,"* contributing to confidence in infection control measures. These arrangements help minimise infection risks and support people's health and safety while receiving care and support.



Environment

Good

People live in an environment that is well designed to support their comfort, independence and individual wellbeing outcomes. Pips Lodge is situated in a quiet residential area within easy reach of local amenities, including shops, leisure facilities and public transport, which supports people to remain connected to their community. The service benefits from a modern, spacious layout with accommodation arranged over two floors, enabling flexible support for people with differing mobility needs. Ground floor bedrooms are available for those who require easier access, including rooms equipped with tracking hoists and full profiling beds, ensuring people can be supported safely and with dignity. Bedrooms are individually furnished and personalised to reflect people's preferences, identity and interests. People are encouraged and supported to bring their own belongings, creating a homely and familiar environment. Shared spaces are bright, spacious and well used, including a large lounge, kitchen, dining room and conservatory and summer house. These areas provide a range of options for people to relax, socialise or spend time privately with visiting family members. The large, secure garden offers further opportunities for people to enjoy outdoor activities, fresh air and seasonal events such as barbecues and picnics, supporting physical and emotional wellbeing. Facilities and equipment are appropriate to people's assessed needs and promote safety, accessibility and independence. Adapted bathrooms, wet room facilities and appropriate moving and handling equipment enable staff to support people safely while encouraging choice and participation in daily life.

Pips Lodge is well maintained throughout, creating a safe, clean and welcoming environment for people, visitors and staff. Regular checks and maintenance arrangements ensure the building, equipment and grounds are kept in good order. The service is clean, tidy and free from hazards, supporting people's safety and comfort. Décor and furnishings are in good condition and contribute to a homely atmosphere. Health and safety arrangements are well embedded, with systems in place to monitor the environment and address any issues promptly. Fire safety equipment, emergency systems and accessibility adaptations are appropriately installed and maintained. Certificates are in place to evidence routine servicing of utilities in the service, such as gas, electricity and equipment, providing reassurance that people are supported to live safely in their home. Outdoor areas are secure and well cared for, enabling people to use them independently or with support.



People are supported to achieve their outcomes because the service provider has excellent and consistently effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Management at the service is highly effective and provides clear strategic direction, ensuring people consistently receive well-coordinated, high-quality care. Governance systems are robust and embedded, with regular audits, monitoring and quality assurance processes driving continuous improvement rather than compliance alone. The Manager completes a detailed monthly report about the service for the Responsible Individual (RI). The RI visits the service routinely and knows people living in the service and the staff team very well. Feedback is constantly received and detailed in regulatory reports as required. This visibility and relationships with people and staff enable early identification of issues and timely action to rectify or improve practices. Professionals commented positively on the service's organisation, with one stating, *"The management team is very proactive and responsive; they address issues early and follow through."* Communication across the service is open, transparent and well structured. Relatives told us they feel listened to and involved, with one noting, *"The manager keeps us updated and explains things clearly – we feel very confident in how the service is run."* The service demonstrates a learning culture, where incidents, audits and feedback are used constructively to strengthen practice and improve people's experiences on an ongoing basis. The provider has policies and procedures in place to support the smooth running of the service; these are reviewed routinely to ensure they are up to date with current legislation. The service's Statement of Purpose gives a good overview of the service and what it provides for people.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Staffing arrangements are strong and well managed, ensuring people benefit from consistent, knowledgeable and confident staff teams. Recruitment processes are thorough and values-based, supporting the appointment of staff who are well suited to working with people who have complex needs. Personnel files viewed contain all the required documentation for safe recruitment including background and Disclosure and Barring Service (DBS) checks, and past employment references. Staff receive ongoing training, supervision and development opportunities that are responsive to people's changing needs. A healthcare professional told us staff were *"very competent and skilled in supporting people with complex presentations,"* reflecting confidence in staff capability. Leadership presence is visible and supportive, enabling staff to feel valued, well guided and motivated. Supervision is reflective and supportive, promoting good practice and emotional resilience. This contributes to high staff morale and continuity, which in turn benefits people living at the service. One person said, *"I like the staff here – they know me and help me properly,"* highlighting the positive impact of stable, well-led teams.

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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