



Montrose Residential Home



Montrose Rest Home, 35a, Merlins Hill, Haverfordwest, SA61 1PE



01437 764395

The inspection visit took place on 21/04/2026

Service Information:

Operated by:	Sarah Wilkie
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	10
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The well-being of people who have made Montrose their home is rated as good because they receive a service which is person centred.

Care and support is rated as good because care workers are motivated, experienced and effectively led. Informative personal plans support the knowledge care workers have.

The environment is rated as good because the service is clean and in a generally good state of repair with some improvements planned. People appreciate the homely atmosphere.

Leadership & management is rated as good because the provider is very visible in the service and is committed and invested in providing good care from a team of valued, trained and supported staff.

Findings:



Well-being

Good

People live healthily and happily and with some control over their lives. People can spend time away from the service going to local groups as well as with family and friends. Care workers are respectful, calm and knowledgeable making sure care and support is offered in a person centred and unhurried way.

People live in a home that is safe and homely. Some parts would benefit from redecoration but this does not deter from its “*home from home*” feeling. There are plans to develop the garden as well as a programme of redecoration internally. The service is clean and there are no malodours. The kitchen was recently awarded the highest score possible by the Food Standards Agency.

People are safe and protected from abuse and neglect. Care workers are trained in safeguarding and know their responsibilities to report any concerns they have. They are confident the manager would deal with any concerns correctly. Care workers are also confident to raise any concerns or ideas they have and find the manager to be receptive to these. There is a strong commitment to quality and person-centred care and the manager has set and embedded the values of the service.

People are supported to maintain relationships with family, friends and each other. Visiting is flexible and there is space for people to meet with their visitors either in the communal areas or their own bedrooms. There is a good mix of organised activities and personal time to spend relaxing.



Care & Support

Good

People are wholly satisfied with the care and support they are offered, with one person describing the service as “*very good*”, and the care workers as “*lovely*”. Care and support is not rushed and care workers say they all work well as a team and can rely on each other to help when needed. Care workers are also complimentary about the manager describing her as “*very hands on*” and approachable.

There is a person-centred approach with care workers knowing people well. They know who and what is important to the individual. Conversations between people and those caring for them are relaxed, friendly and inquisitive, demonstrating a rapport has been built and care workers have a real interest in people. There are some opportunities to do things people enjoy and this includes quizzes, getting plants ready for the garden and celebrating special events. People consider the level and frequency of activities is right with a balance of having things to do as well as time to relax either alone or with others.

People’s physical health needs are met. The service provides good continuity of care and care workers can recognise if people are becoming unwell. They know how to recognise signs of skin pressure damage and have pressure relieving equipment they need should this be necessary. Care plans are in place to make sure people’s oral care needs are met and weights are recorded monthly.

Medication is safely stored in a locked cupboard in the office. There were no gaps or omissions in the records looked at. This shows people receive their medication as prescribed. Care workers have completed training in the safe administration of medication.

There are informative and up to date electronic personal plans which detail how care is to be provided in order to meet identified needs. The plans demonstrate what matters to the person and how best to support them to achieve positive outcomes and include information about “what is most important to me; please do and please don’t and how and when to support me”. People’s ability to be involved in care planning is considered. Recording of support given is detailed and evidences that identified needs are monitored and regularly reviewed.



Environment

Good

The provider makes sure people live in an environment which meets their needs. Accommodation is provided over two levels and there is a stair lift for people to use if needed. None of the bedrooms have ensuite facilities but there are adequate numbers of communal bathrooms and toilets.

There are two lounges as well as a dining room. These are comfortable with new flooring in one lounge and plans to replace the flooring in the other. Some parts of the service are tired and there are plans to redecorate but this does not detract from the homely atmosphere, with both people and care workers commenting on how it's a "*home from home*". Bedrooms are personalised with photographs and soft furnishings.

There is a flexible approach to making sure equipment and services are in good working order. Where possible, repairs are carried out promptly by care workers and where more specialist support is needed, local trades people are called in. Equipment and services are maintained in line with requirements.

The garden is large and people have enjoyed planting vegetables and flowers. There are plans to further improve the gardens and to make them more accessible and usable for people.

Confidentiality is maintained throughout the home. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and are asked to record their visits on a visitor's sheet when entering and leaving. Care records are held electronically, and staff personnel records are securely stored in the administration office.



Leadership & Management

Good

The Responsible Individual (RI) is also the manager and has good oversight of the service. They are very visible within the service and care workers appreciate how approachable and responsive she is. The reports written by the RI demonstrate the views of people, their representatives and care workers are considered and areas of improvement, as well as where the service is working well are clearly recorded.

The ethos and values of the service are based on offering person centred care and support in a relaxed, friendly and homely environment and all members of the team understand and work to these values.

Care workers are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They contain the information needed including evidence of security checks and references. Some old and out of date training certificates are in the files.

Care workers are appropriately registered with Social Care Wales, the workforce regulator. The training matrix shows care workers are up to date with their training. They have training in a range of areas including Moving & Handling, First Aid, Medication and Food Hygiene. Some care workers have completed training in dementia care and oral hygiene, but some workers are yet to complete these.

Supervision is offered and the matrix shows this is up to date. Care workers are confident they get constructive feedback on their work and are shown appreciation for work done well and also areas for improvement identified. Care workers feel supported and valued and are able to raise any ideas or concerns they have, confident of getting a helpful and timely response.

There are some effective governance arrangements in place and the quality assurance report demonstrates checks are made on equipment and services to make sure they remain in good working order.

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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