Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Fairfield nursing home

Fairfield Nursing Home, Church Road, Johnston, Haverfordwest, SA62 3HE

01437891668

fairfieldnh.com

The inspection visits for this service took place between 02/06/2026 and 15/06/2026

Service Information:

Operated by:	fairfield nursing home limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	43
Main language(s):	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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Fairfields nursing home is located on the outskirts of Haverfordwest. Well-being is rated as good because people receive a person-centred service, that enables them to achieve their health and well-being outcomes. People have developed positive relationships with the caring staff team.

Care and support is rated as good because people receive a service from a team of knowledgeable and familiar staff. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are comfortable throughout the home. Improvements have been made to the building and the provider intends to continue these to enhance people's well-being.

Leadership and management is rated as good because the provider has effective oversight of the service. The leadership ensure people receive good care from a team of dedicated care workers who receive effective support from their managers.

Findings:

Well-being — Good

People are treated with dignity and respect. They are supported to identify their own health and well-being outcomes, while also being encouraged to maintain their independence, whenever possible. A representative told us, *"I don't know how they (care workers) do it, they are wonderful and I'm so grateful to them".*

People have as much control over their day-to-day lives as possible. They are supported to be involved in decisions that affect them, ensuring that their voices are heard and this information is recorded in a document called 'About Me'. This approach helps people to take charge of their lives with confidence and assurance.

People can take part in a variety of group or one-to-one activities and there is unrestricted visiting for family and friends. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people's lives. A visiting representative told us, *"The staff are fantastic, they are down to earth and we can talk to them".*

The service is working with partner agencies to ensure people are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The service encourages feedback from people and their representatives to ensure every voice is heard. There are effective support systems to ensure any risks are promptly identified and addressed. Security arrangements are in place to protect people without compromising their rights, privacy and dignity

People live in accommodation that supports them to achieve positive outcomes. The provider has a plan in place to enhance the layout and decoration of the setting and grounds to better meets people's needs.

Care & Support — Good

People are happy with the service they receive; they are supported by a team of familiar and caring staff. We observed many friendly and patient interactions during the inspection. A representative of a person who lives at the service told us, *"They (staff)are unbelievable and we are so grateful".*

When commencing the service people's care and support is co-produced between them, their representatives, relevant professionals and care staff. Personal plans are individualised and outline how staff should support people to achieve their well-being outcomes. The service works closely with partner agencies and their advice and guidance is well documented in plans.

People's well-being and safety is acknowledged by the service by identifying and managing potential risks. These are clearly documented and reflected in people's individual personal plans. The service has dedicated staff to ensure people are offered choices in enjoyable and stimulating activities. People engage in meaningful past times, such as hair and beauty, shopping, accessing their local community and watching a variety of visiting entertainers. Photographs of people taking part in these activities are displayed in the home and shared with family and friends.

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual. A care worker told us, *"I like getting to know people and find out about their old stories".*

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The manager intends to improve audits to ensure consistency of documentation and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good and the service has a positive approach to supporting people with their specific nutritional needs. There is an effective approach to managing and preventing the risk of infection, with clear roles and responsibilities.

Environment — Good

People appear comfortable and relaxed throughout the home. Individual rooms are highly personalised and people decorate them with items of their own furniture, ornaments, technology and specialist equipment.

People access different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities and recreation.

Outdoor areas are, safe, accessible and welcoming, allowing people to spend time outside independently. People enjoy accessing the garden and the provider has plans to develop the grounds further to be more available to people.

The service is well maintained by a team of dedicated maintenance and domestic staff. The provider considers people's needs when designing the home. They have replaced lighting, decorated areas and have further plans in place to improve the overall environment to make a positive impact on people's well-being.

Safety is a key consideration at the service, people can move around the building and access necessary equipment. The service manages environmental risks; staff are familiar with the strategies and apply them consistently.

The service manages risks to people, staff are familiar with the strategies and apply them. Regular servicing, maintenance and repairs to equipment ensures the safety and well-being of people using the service. The service works with an external consultant to ensure fire safety systems are compliant and effective.

Security arrangements are in place to protect people without compromising their rights, privacy and dignity. This includes protecting personal property and providing appropriate access to and from the premises.

Leadership & Management — Good

The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) visits the service regularly to talk with people, their representatives and staff. Feedback from everyone involved is encouraged by them to support assessing the quality of the service and to consider any necessary improvements. People and their representatives have a voice because they know how they can provide feedback about their experiences of the service.

The manager is well supported by a team of senior staff from each department. They are working together to create a caring culture, that enables people to live as well as possible. People, their representatives and care workers have confidence in the manager and senior staff because they can discuss any concerns they have with them. A care worker told us, "*The home is very good. Things are run how they should be. Any questions are answered and can be sorted".*

The manager is ensuring care workers have regular one-on-one supervision sessions at least quarterly and an annual review which provides feedback and identifies any training needs. Staff told us the manager is always available and helpful, one said, *"She's (manager) very supportive with work and home life".*

The provider has effective selection and vetting processes for hiring staff to ensure they are suitably qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

The service has developed an effective induction with a comprehensive support system to help prepare new staff for the role. Care workers are positive about the training and development opportunities they receive.

The provider is working with partner agencies to ensure all staff help to protect people and keep them safe. Staff told us they have good communication with their manager and are confident to report any complaints or concerns if needed.

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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