



Meadows Nursing Home



Meadows Emi Home, Church Road, Johnston, Haverfordwest, SA62 3HE



01437899327



meadowsnh.com

Date(s) of inspection visit(s): The inspection visit took place on 06/10/2025

Service Information:

Operated by:	meadows nursing home Ltd
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:	59
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

The Meadows is a nursing home in the town of Johnston on the outskirts of Haverfordwest. The provider has completed the necessary work to close the Priority Action Notices' that were issued in March 2025.

Well-being is rated as good because people receive a service that is person centred and enables them to live as well as possible. People have developed positive relationships with all staff who work at the service. Care and support is rated as good because people receive care and support from a team of compassionate and friendly care workers. 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 safe and comfortable. The dedicated domestic and maintenance team ensure the building is maintained to a high standard and has a positive impact on people's well-being. Leadership and management is rated as good because the provider has effective oversight of the service. The leadership ensures people receive good quality care from a team of dedicated and skilled staff who are well supported by their managers and a team of senior workers.

Findings:



Well-being

Good

People are treated with dignity and respect by the team of caring and compassionate care workers. We saw many sensitive and friendly interactions between people who live and work at the service throughout the inspection.

People have control over their day-to-day lives as much as possible. They are supported to be involved in decisions that affect them, ensuring that their voices are heard.

People enjoy taking part in activities, there is unrestricted visiting for family and friends. People are supported to maintain 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.

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 systems in place to ensure any risks are promptly identified and addressed.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs. The new domestic team continue to make a difference to the lives of the people who live at the service by ensuring high standards are maintained.



Care & Support

Good

People are very happy with the care and support they receive. We observed many positive, friendly and understanding interactions during the inspection. A support worker told us, *"We are developing our community here by respecting people and trying to make them happy"*.

People experience good quality care because the manager has a clear vision for the service there is a detailed process before they agree to admit and provide care to people. The effective assessments check if the provider can fulfil their needs and personal outcomes alongside people already receiving the service.

The service has worked closely with partner agencies to improve the quality of their personal plans. People are involved as much as possible, in the plan for their care and support which is co-produced between them, their representatives, relevant professionals and the service provider. The personal plan outlines how staff should support people to achieve their health and well-being outcomes.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People experience care and support that is dignified and respectful, they have meaningful interactions with staff, friends and family. 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.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Regular reviews of medications are completed in a timely manner, involving people where appropriate and the relevant professionals. Monthly audits are completed to ensure consistency of practice 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 with regular cleaning. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

People's needs are considered in the design of the building. The provider has a decoration plan in place to improve the overall environment to have a positive impact on people's lives. People have access to different communal and private spaces in which to spend time alone, socialise or entertain their visitors. Communal spaces meet the needs of people and provide opportunities for private meetings, activities, and recreation.

Areas of the grounds areas are thoughtfully designed and safe. A person who lives at the home has their own personal garden where they grow flowers and enjoy feeding the birds. The manager intends to make the grounds more accessible and stimulating allowing people to go outside independently. The service manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service. The head of maintenance assesses trends and implements actions to resolve any identified issues. The domestic team continue to make a positive impact at the service and their contribution has been recognised by representatives, staff and visitors.

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) is well known and visits the service regularly. Feedback from people and staff is encouraged by them to support assessing the quality of the service and to consider any improvements. People know how they can provide feedback about their experiences of the service.

The manager is well supported by a team of senior workers from each team at the service. They hold daily meetings with care, kitchen, domestic, maintenance and administration teams to facilitate effective communication. The senior team have worked together to create a friendly and caring culture, where all staff focus on people and their well-being.

The manager has an open-door policy and encourages effective communication, they can see the positive impact they have made and can discuss any concerns they have with them. Associated health and social care professionals are also positive about the new managers impact at the service.

The manager is well supported by an administration officer, who has systems to ensure care workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual appraisal. Care workers told us the manager, clinical lead and senior staff are accessible and very supportive.

The provider has an effective selection and vetting processes for employing staff to ensure they are 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 introduced an effective induction that prepares new staff for the role and an extensive ongoing training programme.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with the manager and seniors and are confident to report concerns if needed. The manager ensures safeguarding issues are responded to promptly and appropriately reported to the relevant bodies.

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.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*