



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Graylyns



The Graylyns, Haverfordwest, SA62 5UD



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<https://thegraylyns.co.uk/>

The inspection visit took place on 20/01/2026

Service Information:

Operated by:	The Graylyns LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	15
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:

People experience a consistently good standard of care and support across all areas of the service. Individuals described the home as warm, homely and supportive, and inspectors observed respectful, unrushed interactions that contributed to a sense of emotional safety and comfort. People and relatives reported confidence in staff, noting that needs are met promptly and that communication from the service is open and reliable. Meaningful engagement is mainly promoted through one-to-one interaction with care staff and the service recognise that people would benefit from an increased range of meaningful activities, ensuring people can participate in ways that reflect their individual abilities and preferences.

Care planning is person-centred and responsive. Medication systems are safe and well audited, infection-control practices are sound, and safeguarding concerns have been managed promptly and appropriately, with no ongoing risks identified.

The environment is clean, well maintained and comfortable, with personalised bedrooms and

accessible communal areas that support independence and choice. Safety checks and maintenance are up to date, and identified improvements are being actioned. Leadership is visible and supportive, governance arrangements are strengthening, and staff feel valued and well guided in their roles.

Findings:



Well-being

Good

People experience a service that promotes their voice, choice and control and supports positive risk management. Individuals and relatives told us The Graylyns feels homely and safe, with caring staff who know them well and respect what matters to them; comments included that the service is “*brilliant*,” and that staff “*always sort things out*,” indicating trust and satisfaction with day-to-day living arrangements and relationships. People enjoy warm, dignified interactions and are offered choices about meals, routines and social engagement. Freshly prepared food with alternatives is available, and menus are influenced by resident feedback, supporting well-being and autonomy in daily life.

The service provides some opportunities for meaningful activity and social engagement; however, the provider acknowledged this is an area they are keen to further develop. The provider responded positively to the inspection feedback as they recognise that increasing one-to-one sessions and broadening group activities will better support people’s well-being. Relatives and external professionals described a positive culture and noted that people appear content and comfortable, reinforcing evidence that relationships and daily experiences support emotional well-being.

People’s rights are recognised. Personal plans reflect life histories and preferences, enabling staff to work in a person-centred way. The service is working towards the Welsh language active offer, with bilingual information and signs increasingly available so that people can access information in their preferred language.

The provider ensures people are safe and protected from harm and abuse. People live in an environment that is both secure and comfortable, where they report feeling safe and well supported. Staffing levels are appropriate and enable staff to respond promptly and effectively to people’s needs. The home is clean, well maintained and supported by regular health and safety checks that ensure standards remain consistently high. Safeguarding training is mandatory for all staff, which contributes to a confident, informed workforce. People told us they feel safe living in the home, and we saw security measures in place that help protect their well-being while still allowing them to move freely and comfortably within the environment.



Care & Support

Good

People receive a good quality of care and support they need to achieve their personal outcomes. Personal plans are person-centred, up to date and provide clear, comprehensive information that enables staff to understand and meet people's needs, preferences and life histories. These plans, along with associated risk assessments, cover all key areas, including nutrition, mobility, oral care, skin integrity and environmental considerations and are supported by daily records showing that people's needs are being met in practice. Staff demonstrated a strong knowledge of individuals' care requirements, and people and their families told us they feel listened to and have confidence in the care provided. Warm, compassionate interactions were consistently observed, with people describing staff as "lovely" and stating they "feel safe" living in the home. Although personal plans are effective, they would benefit from strengthening the consistency and rigour of three-monthly reviews to ensure documentation is complete, meaningful and reflective of current needs. Risk assessments, particularly falls assessments, should align more closely with incident patterns, and further embedding of documentation around nutrition, hydration and repositioning is needed to support clarity for those at greater risk, such as individuals with pressure-area vulnerabilities. The provider has accepted these recommendations and has already begun implementing improvements.

Safe systems for medication management are in place. Appropriate medicines policy and procedure exist, and staff complete regular audits. Overall, medication administration records are completed accurately. Medicines are stored securely in a locked cabinet and storage temperatures are recorded and monitored to ensure safety. Confidential documents related to people's medication is stored securely in a locked cabinet. We reviewed Medication Administration Record charts with no gaps identified in sampled records and saw appropriate controlled drugs checks. Infection prevention and control practices are embedded; equipment is clean and Personal Protective Equipment is available and used, with training refreshed at suitable intervals to help minimise risk. Nutrition and hydration are supported through flexible menu choices and attention to individual dietary needs, and staff encourage fluid intake sensitively as part of daily care. The environment is clean and well maintained and staff sustain good standards of hygiene practice which align with policy and procedure.

People are protected from harm and abuse. Deprivation of Liberty Safeguards are in place for people who do not have the capacity to make decisions about their health, care and accommodation, and these are reviewed as required. There is a sign in book for visitors to sign on entry and leaving and our Identification was checked on arrival to the service.



Environment

Good

The Graylyns has a welcoming and homely feel. It has a number of communal spaces where people can choose to spend their time if they wish. We saw people making good use of these spaces relaxing and socialising or spending time with family members. Bedrooms are nicely decorated and individualised to people's preferences. There is an outdoor area with seating people can access if they wish. The environment is consistently clean, and thoughtfully presented in a way that promotes comfort, dignity, and a sense of homeliness.

Where required, relevant adaptations and equipment are available to meet people's needs. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call systems and moving/ handling equipment. We found bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. People can move around safely. Handrails, clear walkways and a stair lift support mobility, and environmental risk assessments help staff to balance safety and independence. Security arrangements protect people while allowing appropriate freedom of movement, including open access to the secure courtyard.

The provider demonstrates effective arrangements to identify, manage and reduce health and safety risks within the service. Access to the home is safely controlled through a secure entry system and a consistently maintained visitors' log, helping ensure only authorised individuals enter the building. Key safety checks are carried out routinely, and certificates for gas systems, fire detection equipment, fire extinguishers, electrical installations and portable appliances were all current at the time of inspection. Regular monitoring of water temperatures is also undertaken to minimise potential risks. Laundry facilities are located within a separate, locked area, safely distanced from food preparation spaces to reduce risks of cross-contamination. Substances hazardous to health (COSHH) are stored securely in locked, risk-assessed areas with appropriate controls in place. Throughout the inspection, staff were observed using PPE correctly, and they reported that supplies are consistently available. These practices collectively demonstrate a well-organised approach to maintaining a safe, hygienic and well-managed environment.

Overall, we found that the provider maintains a safe and well-organised environment, supported by clear systems, appropriate storage arrangements and good staff compliance with safety procedures.



Leadership & Management

Good

New staff benefit from a clear and well-structured induction that helps them understand their role and expectations from the outset. Ongoing training and development opportunities are readily available, supporting staff to maintain and enhance their skills as their roles evolve. The manager is visible, approachable and actively involved in the day-to-day operation of the service, and staff told us they feel well supported, valued and confident in seeking guidance whenever needed. Governance arrangements are firmly in place and include routine audits, regular team meetings and a structured programme of supervision and appraisal. Together, these systems provide consistent oversight of practice, help identify learning needs and ensure improvements are embedded across the service.

Throughout the inspection it was clear people are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Our review of staff files showed that safer-recruitment practices are followed, with appropriate background checks and up-to-date Disclosure and Barring Service (DBS) certificates in place. The staff team is committed and described feeling supported in their roles. Systems are in place to maintain professional development, including regular supervision sessions, annual appraisals and frequent team meetings. Staff spoke positively about the management team and confirmed that the SoP and written guide accurately reflect the service delivered.

There are effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The Responsible Individual (RI) undertakes routine visits that include speaking with people, their families and visiting professionals. Feedback gathered during these visits is used to inform service development and drive improvements where needed. This level of oversight helps ensure the service remains responsive, well-managed and centred on achieving positive outcomes for the people who live there

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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