



Chapel Hill Farmhouse



Chapel Hill, Pembroke, SA71 5HY



01646 661284

The inspection visits for this service took place between 10/06/2026 and 15/06/2026

Service Information:

Operated by:	Shangri-La Chapel Hill Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
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:

Chapel Hill Farmhouse is a spacious house in large grounds situated in a semi-rural location on the outskirts of Pembroke, Pembrokeshire. The service is registered to provide care and support to six adults with complex needs and learning disabilities.

People experience good well-being outcomes as care staff have a strong value base, know people well, always treating them with dignity and respect. Staff place people's health and well-being at the centre of the service.

The care and support is good as care staff support people in ways that promote routine, structure and individual choice. The provider thoroughly assesses people's needs followed by strength based personal plans describing how care staff should support people to achieve their well-being outcomes.

The environment is good as people live in a comfortable, welcoming and family-based environment with good personal and communal space. There are systems for fire safety in place, although further work is required to ensure full compliance.

The leadership and management are good as the service provider promotes a positive, inclusive and compassionate culture where people are placed at the heart of the service.

Findings:



Well-being

Good

Care staff place people's health and well-being at the centre of the service. Staff know people well and actively encourage them to maintain good health. Care staff support people to take part in activities that promote their happiness, health and well-being. These include walking, attending community groups, visiting local places of interest and going to the beach.

The service maintains positive relationships with health and social care professionals and people's representatives, so people receive the right care and health support. Relatives spoke very positively about the service and told us, "*The quality of care is excellent*" and "*they are thriving at the home*". Care staff support people to attend and take part in health checks. We saw good evidence of people engaging with health care professionals to maintain their health and well-being. Personal records contained detailed and up-to-date information about people's health needs and current circumstances.

Care staff treat people with dignity and respect. Care staff have strong values and know people well. We found positive and respectful relationships between people and staff. Care staff prepare meals and eat with people, which supports a strong sense of family and belonging at the service. We saw staff interact positively with people throughout the inspection. Care staff support people to identify their well-being outcomes and encourage them to use and build on their strengths. The provider recruits care staff with strong values including respect, compassion and commitment to supporting people. This supports a happy staff team and low staff turnover. Care staff know people very well and communicate with them in ways that reflect their individual needs.

People live in accommodation that enhances their quality of life. The provider maintains the home well. The home is in a rural area with pleasant views of the surrounding countryside. Care staff involve people in the upkeep of the home, which helps them maintain and develop daily living skills. People personalise their bedrooms around their needs and interests. People told us they are happy living at the service. They enjoy the safe and uplifting internal areas and the large accessible gardens. The provider has appropriate health and safety, personal and environmental risk assessments in place. However, the provider must improve fire safety arrangements to ensure people's safety and well-being and has started work to address this.



Care & Support

Good

People receive care and support from a provider that gathers useful information from professionals and others involved in their lives. The provider thoroughly assesses people's needs, personal outcomes and the possible impact on people already living at the service before anyone moves in. Managers prioritise compatibility and confirm they can meet people's needs before agreeing any new admission. We saw good evidence of the service working effectively with health and social care professionals. Representatives spoke positively about communication with the service and told us, *"they always contact us to discuss any issues"* and *"we have excellent communication with the service."*

Care staff support people in ways that promote routine, structure and individual choice. Personal plans and risk assessments give care staff clear guidance about how people want and need support. Care staff showed they know people well and adapt support to people's individual needs, wishes and daily preferences. An experienced and long-standing staff team has developed trusted relationships with people, which helps staff provide consistent and responsive care.

People's personal plans take a strengths-based approach and describe how staff should support people to achieve their well-being outcomes. The plans include people's preferences, routines, interests, life history and important relationships. They describe people positively and focus on what people can do, as well as the support they need. The provider reviews personal plans regularly. However, reviews should show more clearly how people achieve their outcomes and how people, or their representatives, contribute to the review process.

The provider promotes people's safety through a strong approach to safeguarding. Care staff complete safeguarding training and understand the Wales Safeguarding Procedures. Managers promote an open culture where staff discuss concerns and reflect on practice. We saw comprehensive individual and environmental risk assessments. Skilled and competent care staff support people to take positive risks and achieve their personal outcomes in the least restrictive way possible.

Care staff manage people's medication safely. People receive medication in a person-centred way that considers their choices, individuality and independence. Care staff who administer medication receive appropriate training and follow a clear medication policy. Senior care staff complete regular medication audits and competency checks to promote consistent practice and maintain good standards. Care staff store medication safely and in line with requirements, although room temperature need to be more consistently.



Environment

Good

People live in a comfortable, welcoming and family-based environment with good personal and communal space. People use internal and outdoor areas to spend time alone, socialise or welcome visitors. People have pride in their home and were keen to show us around. We saw photographs and artwork displayed throughout the service, and staff and people were pleased to show these to us. Relatives told us, *"It's a lovely home, best in area"* and *"we love visiting the home"*. People's bedrooms reflect their likes, needs and interests. Staff have access to equipment that helps them support people safely, including ceiling hoists and adapted bathing facilities. People use the outdoor space for exercise and recreation.

The provider protects people from infection risks by keeping the premises and equipment clean and hygienic. The home was very clean throughout. Care staff and people helped maintain the home, which supported people to develop and maintain daily living skills. Care staff used good infection prevention and control practice, including appropriate use of personal protective equipment. Care staff understood their health and safety responsibilities, supported by relevant training and clear policies and procedures. Staff store hazardous chemicals securely to ensure people's safety. The provider has relevant health and safety certificates in place, ensuring the safety of the environment. The management team completes regular health and safety audits to monitor standards and identify any actions needed.

We saw checks of fire safety equipment take place and staff have training regarding fire safety protocols. People now have individual personal emergency evacuation plans (PEEP's). However, People's well-being is not consistently promoted as fire safety requirements are not fully met, meaning they may not be adequately safeguarded in the event of a fire. We expect the provider to make improvements. The provider has now employed an experienced external fire safety consultant to complete a new fire risk assessment as the last one had elapsed. We will follow this up at the next inspection.



Leadership & Management

Good

The service provider promotes a positive, inclusive and compassionate culture. An experienced and accessible management team leads the service and supports staff well. Care staff told us, *“great management team, so supportive”* and *“I feel very valued as a staff member here”*. We observed managers and care staff supporting people throughout the inspection. Staff engaged with people in a warm, respectful and positive way. Relatives told us, *“The staff are wonderful”* and *“the communication is excellent”*.

The operational management team and Responsible Individual (RI) use effective quality monitoring systems, including audits of care and support and medication. The RI completes quarterly and six-monthly reports. These reports provide useful oversight, although the RI should strengthen them by recording discussions with care staff and showing more clearly how the service improves outcomes for people. We found the provider’s policies and procedures are appropriate and proportionate to the needs of people using the service. Care staff understand and follow these procedures.

The service provider uses robust recruitment and vetting processes to make sure care staff are suitable to support vulnerable people. The provider completes regular checks to confirm staff remain fit to work in the service and are registered with relevant professional bodies, including Social Care Wales (SCW). A well-organised administrator coordinates this process. People contribute to recruitment because prospective staff meet them as part of the interview process. New staff receive effective induction support, including time to build relationships with people.

The service provider makes sure enough suitably qualified, supported and trained care staff deliver good quality care and support. The provider regularly reviews staffing levels and skill mix and adjusts them in response to people’s changing needs. People and relatives confirmed care staff are available when needed. Training records and discussions with staff showed care staff receive training relevant to the needs of people living at the home. The provider has formal staff supervision arrangements, but these need to be more consistent. The management team has started to address this. Managers maintain good communication across the service and provide care staff with daily support through an open-door approach.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Fire safety risk assessments need to improve to ensure the health and safety of individuals are identified and reduced so far as reasonably practicable. This will be achieved by:- - A fire safety inspection needs to be carried out by a specialist fire safety company as the last one by an external fire safety company has not been completed since 2022 (Although the service has been completing internal annual fire risk assessments). - To provide CIW with a copy of the fire safety report.	10/06/26

CIW has not issued any Priority action notices following this inspection.

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