Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ashdale Nursing Home

Ashdale Nursing Home, Golden Lane, Pembroke, SA71 4PR

01646681008

https://ashdalecare.co.uk

The inspection visit took place on 28/08/2026

Service Information:

Operated by:	Ashdale Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability, Care and support for people with a physical disability, Care and support for people with mental health needs
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	Excellent

Summary:

Ashdale Nursing Home provides residential, respite and nursing care for adults. It is situated near the harbour town of Pembroke on the picturesque Pembrokeshire coastline.

People experience good well-being. We found people to be safe and happy. Care staff have good relationships with people, relatives and professionals visiting the service. People experience good well-being outcomes and maintain control over many aspects of their daily lives. Care staff treat people with dignity and respect, encouraging them to make choices about their care and support.

People receive good care are support. People are protected from harm and abuse. Personal plans are good. They provide clear guidance for staff on the care and support needs of people. People's medication is safely managed.

The environment is good. People have access to quality indoor and outdoor space which impacts positively on their health and wellbeing. There is clear ongoing investment into the service.

The leadership and management are excellent. People are placed at the heart of the service by leaders who are visible role models. The service provider's oversight and governance arrangements foster a strong positive culture which is supportive, inclusive and respectful.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. They appeared relaxed and content throughout the inspection. People told us, *"It's great, I like it"*. We observed care staff interacting in a calm, sensitive and reassuring way, adapting their approach when people were confused or unsettled. Care staff consistently use kind and respectful language, promoting dignity and emotional well-being through positive, person-centred engagement. We saw people seeking reassurance and social interaction from care staff, reflecting positive and trusting relationships. This contributes to a stable and emotionally supportive environment.

People decide when to get up, retire to bed and how they spend their day. The home provides a variety of spaces where people can socialise or spend time alone if they prefer.

People's health and well-being needs are met. They benefit from regular involvement from health professionals and the care staff demonstrate a clear understanding of people's needs. People are protected from harm. Care staff have received training in safeguarding vulnerable people and are aware of their safeguarding responsibilities. Risks are understood and managed appropriately, enabling people to be supported safely while maintaining as much independence as possible.

Care staff support people to remain active and engaged. The service employs an activities organiser who organises a range of meaningful activities. These include singing, quizzes, history presentations, therapy dogs, a spa and well-being day. These opportunities contribute positively to the well-being of the people, improving their quality of life and helps them to achieve their well-being outcomes.

People maintain relationships with those important to them. Family members and friends can visit freely and care staff create a welcoming atmosphere for them. During the inspection, we observed positive interactions between care staff and people living at the home. People socialise comfortably with care staff and each other throughout the day.

The environment makes a significant contribution to people's well-being. Bedrooms are personalised and reflect individual preferences. The service remains exceptionally clean, homely and well maintained.

Care & Support — Good

People are protected from harm and abuse. People are supported by highly skilled staff with an excellent understanding of their individual needs, preferences and their responsibilities around safeguarding. We saw a motivated, experienced team who were keen to make a significant difference to people's lives. A relative told us, *"Staff engage well with patients [people] and their families to identify needs and deliver individual care."* There are thorough risk assessments in place. The service provides effective safeguarding training. Policy and procedures are in place and these are followed by the care staff.

Care records are comprehensive, person-centre and accurately reflect people's current care and support needs. However, we did not see much evidence supporting the achievement of well-being outcomes. The provider told us that they would review this. This reassured us.

People told us they are happy with the care and support they receive. This was supported by feedback obtained from visiting professionals. One professional said, *"Every time I have visited the home I've consciously noted, the overall standard of the public areas, which is always improving, the staff are always helpful and courteous. When I've had to wait in a public area, I've witnessed the staff supporting residents."*

People receive medication in a safe, person-centred way considering choice, individuality and best practice guidelines. There are good clear medication management policies and procedures. Medication management arrangements are effective. Care staff administer medicines safely and confidently, in accordance with current guidance and best practice. There is thorough and regular medication training for care staff. The service stores medicines securely in a designated medication room and monitors storage conditions appropriately.

People's risk of infection is minimised. The service has a dedicated domestic team which maintain the home to a good standard, keeping the environment immaculately clean. There are consistent infection, prevention and control measures in place. There are good supplies of personal protective equipment (PPE) made available throughout the service. These are used by care staff. Care staff are trained and there is an effective policy in place which care staff were aware of. We saw a good supply of cleaning products.

People receive a nutritious and varied diet. Catering staff prepare most meals using fresh ingredients and offer choices at mealtimes. The service accommodates specialist dietary requirements. *"Its good [the food], nice."* Care staff understand the importance of promoting hydration.

Environment

Good

The home is a purpose-built building, with accommodation and office space across two floors. People can choose from a range of communal areas. The home includes several lounges and a well-appointed dining room. There is a secure garden and patio area to the rear of the premises. High-quality furnishings and attention to detail create a comfortable and homely atmosphere throughout the service.

The communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. There is a vibrant and inclusive atmosphere at the home where visitors are always made to feel welcome.

We saw a clean and well-maintained kitchen which holds a five-star food hygiene rating. The kitchen was well stocked with fresh local produce. We were told. "*Food is good here. I get to choose what I want."*

The environment reflects people's needs and preferences and supports their independence. Outdoor areas include seating and a patio, providing opportunities for relaxation and meaningful activity.

Specialist equipment for people is checked and routinely serviced. Comprehensive health and safety audits are completed to help identify and action any issues with the environment. There is routine servicing of utilities such as electricity and gas which is carried out by external contractors. There are strong fire safety measures including a recent fire risk assessment carried out by suitably qualified person. Any remedial actions are being addressed. All people living at the service have a personal emergency evacuation plan (PEEPs) and routine fire drills are completed to make sure people can be evacuated safely, if needed.

The provider implements an effective maintenance programme. Contractors service equipment, including hoists and slings, within required timescales. Fire safety arrangements are well managed. Care staff complete regular fire alarm tests and fire drills, maintain fire-fighting equipment appropriately and follow a current fire risk assessment.

People benefit from a warm, clean, comfortable, welcoming environment with continuing investment by the provider to improve their well-being. The provider invests consistently into the service. We saw new furniture throughout the building and the decoration in communal and private spaces was good.

Leadership & Management — Excellent

The leadership and management are a significant strength of the service. People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The leadership and management team are very accessible and are routinely assisting care staff. People achieve good outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are always in the service. There are very consistent staffing levels across the service at all times of day and night.

People benefit from a positive culture which is supportive, inclusive, and respectful. Leaders are visible role models as they guide the strategic direction of the service. The responsible individual (RI) is accessible and well known to people, care staff, visiting relatives and professionals. They have effective governance arrangements and maintain oversight of the service.

People are supported by care staff with the necessary expertise, skills and qualifications to meet people's care and support needs. People are empowered through the support of trained, skilled and motivated care staff to achieve their self-directed outcomes. Care staff have access to good quality training and regular supervision to ensure they continue to be equipped to undertake their roles.

There is a very stable staff team with low turnover ensuring people have consistency and can develop trusting relationships. The provider regularly checks and adjusts the staffing levels and skills mix to keep up with the changing needs of the people they support.

The service provider has strict selection and vetting processes for recruiting care staff to ensure all their people are qualified and trustworthy. We saw all care staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. We found care staff files to be a very high standard and well organised with all the appropriate information made easily available for us to view.

Managers provide care staff with regular supervision and annual appraisals, helping them to reflect on practice and develop their skills.

Overall, Leadership and management is excellent because people have high levels of confidence in the service leadership. There is a strong positive culture. Leaders are visible, promote that culture and initiate comprehensive audits of all aspects of the service to monitor practice and ensure excellent outcomes.

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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