



Pen y Daith



12 Millard Park, St. Davids, Haverfordwest, SA62 6QH



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<http://www.stdavidscare.com/>

Date(s) of inspection visit(s):

02/07/2025

Service Information:

Operated by:	St. Davids Care in the Community Ltd.
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	10
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

This is home for eight people. The property is a large, detached house in a residential area a short walk from St David's centre.

The service is rated as good because the provider is meeting their regulatory requirements.

People's well-being is good because of the relationships they have with each other and with the staff team. Care and support is person centred and individualised.

The governance arrangements to monitor quality have improved and the experienced manager is responsible for the day to day running of the service. They are supported by a well-regarded deputy. The staff team is knowledgeable and motivated. The Responsible Individual (RI) has good oversight of the service.

The physical environment is good because the service is generally well maintained and in

reasonable decorative order. People have personalised their rooms and the house is comfortable and reasonably homely.

Findings:



Well-being

Good

People live healthily and safely with some control over their lives. People are encouraged to make choices about aspects of their care and support. They are involved in making decisions that affect them as well as being involved in care planning and review.

There are opportunities to do things that are important to them. This includes doing courses at a local college, voluntary work, attending groups in the local areas and spending time at home, either relaxing, helping with meal preparation or doing craft activities.

The knowledge care workers have of each individual is very good. Interactions are friendly and good humoured which shows a rapport has been built up. Care workers can recognise when people are unwell and have time to spend with them as necessary. Relatives are appreciative of the relationships people have with those caring for them, reassured that they know them well and know what and who is important to them.

People are safe and protected from abuse and neglect. There are some effective arrangements in place and care workers know their responsibilities in relation to safeguarding. Care workers have safeguarding training and there is a policy to inform workers of their responsibilities. They are confident the manager would take any actions needed to make sure people are safeguarded.

People are supported to cultivate safe and healthy relationships. They appear settled and happy, describing those they live with as their friends. One relative said the service is “*marvellous*” and another described members of staff as “*particularly good*”.

The physical environment contributes to people’s well-being and supports them to achieve their desired well-being outcomes. Bedrooms are personalised and the service is reasonably homely and generally well decorated but some improvements would enhance this further. Where possible, people take pride in their home.



People receive the care and support they need, although individual goals and outcomes are not always reflected in people's support plans. Care workers know people very well. They know what and who is important to them as well as individual likes and dislikes. Where possible, people are involved in planning their care and regularly talk with care workers to consider and plan how to spend their time. Personal plans are comprehensive and set out clearly how care and support is to be offered. The records are person centred and contain helpful information about "How I communicate; how best to support me" and important information about any medical conditions. There are personal plans for a range of areas including appetite and nutrition, personal care, social and emotional needs and hobbies and interests. Daily entries are comprehensive; person centred and provide a clear record of how people spend their time. This includes activities and work done around the home as well as time spent at college, work and other activities away from home.

Duty rotas make sure there are sufficient staff on duty each shift and we observed care workers to be engaged with people and the atmosphere was calm and relaxed. People told us the care workers respond to requests for assistance promptly and the correct number of care workers assist people in line with the support plans.

Physical health needs are met as people attend for routine dental, opticians and other medical appointment. The provider makes sure people have access to a healthy and nutritious diet. There is some reliance on processed food but most meals are made using fresh ingredients. People are encouraged to make healthy meal choices and one person has seen an improvement in their overall health and no longer requires medication for diabetes. People are involved in planning and preparing meals and enjoy the responsibilities they have in the kitchen.

The relationships people have with each other and the staff is good. People describe those they live with and the care workers as their friends, and this was corroborated by relatives, with one saying they are "*like a family*". Care workers are motivated and look for ways to make people's days meaningful and enjoyable. People do things that are important to them. This includes spending time in the local area doing voluntary work and taking part in a knitting group and also arts and crafts sessions. Most people help with the day to day running of the service and this includes some housework.

People are protected from harm and abuse. Care workers feel confident to raise any safeguarding concerns with the manager and are certain they would take any concerns raised seriously and act on them.

People's medication is safely managed. It is stored securely and only care workers who have been assessed as competent are able to administer medication. Stock balances are maintained to make sure all medication is accounted for.

The risk of infection is minimised because the provider promotes good hygiene practices. People have some responsibilities for helping to keep the home clean and tidy and care workers assist as necessary. They have the time to support people to help them maintain their independence.



Environment

Good

People live in an environment that meets their needs. Each person has their own bedroom which they have personalised with items of furniture, ornaments and soft furnishings. People and the care staff take pride in the environment and some people help to keep their home clean and tidy. It is decorated to a reasonable standard and is reasonably homely. There are bathrooms upstairs and downstairs and some bedrooms have ensuite facilities. Hoists and tracking devices are available as needed.

The lounge is comfortable and there is a dining room which is used for activities as well as a table in the kitchen which is a well-used area where people socialise. The kitchen has recently been inspected by the Food Standards Agency and been awarded a score of one, which means major improvement is needed. One of the leadership team showed us the action plan and confirmed that all the required remedial work has been completed. The kitchen appears clean and in reasonable order. People and the care workers have the equipment they need to prepare meals.

The gardens are in reasonable order and offer people a safe place to spend time when the weather permits. Some general maintenance would enhance the garden areas.

There are some security arrangements in place and staff are required to allow access to any visitors meaning they know who is in the service at all times. Care workers are respectful, recognising that they are working in individuals' home.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has some effective organisational arrangements, governance and oversight to ensure smooth operations and care is provided to a good standard. There is an experienced manager, supported by a well-respected deputy and these lead a small team of knowledgeable and motivated care workers. The manager has embedded into practice the values of the service which focus on promoting independence and helping to ensure a homely environment. Staffing levels are sometimes an issue although the RI provided assurances that staff numbers will increase imminently following the successful recruitment of additional workers.

The quality monitoring systems have improved and a comprehensive quality report is written which shows how people spend their time as well as some other qualitative data around training and supervision. There is evidence the RI spends time in the service seeking the views of people who live and work in the service.

Audits are completed which show medication is safely managed and regular checks are made to make sure equipment and services are in good working order.

People are supported by staff who have the necessary expertise, skills and qualifications. Care workers are registered with Social Care Wales and some are studying for additional professional qualifications. Training is offered both online and face to face. Competency assessments are carried out to make sure care workers are safe to carry out specific duties. Care workers feel they have the training they need to carry out their work safely and effectively. The training matrix shows most care workers are up to date with their training and the office manager has effective processes to make sure care workers know when and what training they are required to do. Supervision is generally up to date and care workers feel they get balanced feedback on their work to help with their professional development.

Recruitment processes are robust. Personnel files are stored securely and contain the information needed, including reference, security checks and an employment history. Files are well organised and easy to navigate.

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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