



Spring Gardens



29 High Street, St. Davids, Haverfordwest, SA62 6SB



01437720882



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

Date(s) of inspection visit(s):

23/06/2025, 25/06/2025

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:	6
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 a home for five people. The property is a large detached house in the centre of St David's. It retains some original and attractive features.

The service is rated as good across the four areas because the provider is meeting the 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 but staffing levels mean it is not always individualised.

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

The physical environment is good because the service is well maintained and in good decorative order. People have personalised their rooms and the house is comfortable and 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, 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. As people's needs are increasing, additional care workers are felt to be needed to maintain current standards of care and support.

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. Relatives appreciate the relationships people have with the care workers, with one describing the team as "*friendly*" and another said the team are "*a lovely bunch*". Relatives have a high level of confidence in the service, feeling people receive good standards of care and support from staff who know them very well. However, some feel communication could be improved at times.

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 homely and well decorated. People take pride in their home.



People receive the care and support they need, although individual outcomes are not always clearly recorded. Care workers know people very well. They know what and who is important to them as well as individual likes and dislikes. 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 and other activities away from home.

At previous inspections, the availability of care workers has been discussed, and we have received assurances that additional care workers are being recruited. However, staffing levels have not yet increased. The impact of this is that either everyone needs to go out or no one can. This is an issue sometimes at the weekends and evenings when office staff are not available to provide cover. Care records confirm this is still happening with people being required to spend time in a different service if they do not want to join in a particular group activity. There is no evidence of any adverse impact, however, as people told us they are happy to spend time in other services with their friends.

Physical health needs are met as people attend for routine dental, opticians and other medical appointments. Weight is recorded if people are willing. The provider makes sure people have access to a healthy and nutritious diet. There is little reliance on processed food and most meals are made using fresh ingredients. 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. The atmosphere is friendly, relaxed, supportive and good humoured with people looking out for each other and describing each other as their friends. 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 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 housework and helping with the laundry.

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 share the responsibility for keeping their home clean and tidy. It is decorated to a good standard. It is clean and homely. There is an upstairs bathroom and a wet room downstairs which was recently been installed to make sure people's needs can be met if their needs change. The lounge is comfortable, and the dining room is the hub of the home where people have their meals and do activities. 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 told us all they have an action plan, and all the required remedial work has been completed. The kitchen appears clean and in reasonable order. Some of the units are dated and there are plans to replace the kitchen. People and the care workers have the equipment they need to prepare meals.

Some maintenance work has been done to the outside making it a pleasant place for people to sit when the weather permits. Some further work is required and there are plans in place for this to be done as part of a rolling programme of redecoration. The garden is safe, secure and affords a level of privacy.

There are some security arrangements in place and visitors are required to sign in to a visitors' book so people and care workers know who is in the property 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. The long standing and very well-regarded manager was retiring at the time of this inspection but no replacement appointed. 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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