



Clayford



Clayford Farm, Haverfordwest, SA62 4BD



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<https://www.carninglitrust.org/>

The inspection visit took place on 11/08/2026

Service Information:

Operated by:	CARNINGLI TRUST (THE)
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	5
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:

Clayford Farm Care Home provides residential care for up to five younger adults with learning disabilities. It is a trust, managed on a not-for-profit basis. It is situated in a rural setting near Wiston in the picturesque county of Pembrokeshire.

People experience good well-being. People speak positively about the service and the care they receive. They have highly effective working relationships with care staff. People are supported to remain as healthy as possible. The service links closely with health and medical professionals.

People receive good care and support. Care staff involve people and where appropriate, their relatives or representatives in care planning and reviews. People are supported by highly skilled care staff with an excellent understanding of their individual needs and preferences.

The environment is good. People told us they were happy with their surroundings and feel comfortable living at the service. The atmosphere within the home is calm, relaxed and welcoming.

The leadership and management are excellent. The service benefits from outstanding leadership and management arrangements which support positive outcomes for people. Leaders have an excellent understanding of the service and have established high-quality systems to review quality, monitor performance and identify areas for improvement.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. At the time of our inspection, there was improvements being made to the service and grounds. People using the service have been consulted about these improvements. They are involved in decisions around the décor and lay out of the upgrades.

People direct their care and support and are always able to voice their opinions on the service. Care staff consistently engage with people making sure they have choice and control in any decisions. People are encouraged to cook for themselves with appropriate support from care staff. Risk assessments are detailed and provide clear guidance for care staff to follow.

People speak positively about the service and the care they receive as they have highly effective working relationships with care staff. One person told us, *"I love them all [care staff]."* Another told us, *"Yes, I'm very happy."* Care staff follow personal plans, explaining what they are doing and checking if it was okay to do so. Relationships are trusted, respectful and with good humour.

People are safe and protected from abuse and neglect and are treated with dignity and respect. Care staff receive training in protecting vulnerable adults and the service provider has comprehensive policies and procedures in place to safeguard people. The care staff understand them and follow them.

People experience good well-being outcomes. Care staff encourage them to use and build on their strengths. Care staff know people well and staffing levels are good and constantly monitored. We saw many interactions between care staff and people that were all warm and respectful.

Care staff are knowledgeable, friendly, well trained and care about the individuals living in the service. Care staff understand people's needs and how best to meet these. Individual requirements and preferences are recorded in their care plans. People's relatives and representatives are involved in care planning. People are supported to remain as healthy as possible as the service links closely with health and medical professionals.

People are supported to cultivate safe and healthy relationships. People are encouraged to attend events and occasions in the community. Relatives and representatives are encouraged to visit the service and to be involved in their care and support. One relative told us, *"I go there every other week. Once a month [relative] does lunch for me. I could go there whenever I want to."*

People live in accommodation which supports their well-being outcomes. Care staff maintain a warm, welcoming and well-maintained environment. People have access to spacious communal areas, private bedrooms and gardens where they can relax and socialise.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care staff develop and maintain good, personalised care plans and risk assessments which provide clear information about people's needs, preferences and outcomes. Personal plans focus on physical health, mental health and emotional well-being. Care staff involve people and where appropriate, their relatives or representatives in care planning and reviews. A relative told us, *"Very happy with it, [the care]. Very grateful for the care and support for [relative]. I think [relative] is supported."*

Personal plans contain information about people's backgrounds, preferences and daily routines. They outline how care staff should support people to achieve their well-being outcomes. They provided care staff with guidance on how to support people safely whilst promoting choice, independence and dignity. Records show plans are reviewed regularly and updated when people's circumstances change. Care plans are written in a person-centred way. The service ensures there is involvement from healthcare professionals, including GPs, district nurses and specialist services, when additional support or advice is required.

The care and support people experience is dignified and respectful and we saw numerous meaningful interactions and people being skilfully supported by well-trained care staff. People benefit from a consistent care staff team with a detailed understanding of their individual needs and preferences. Care staff turnover is low. Overall people are positive on the care they receive telling us *"I like it here. It's nice"* and *"Its good..."*

People are supported by highly skilled care staff with an excellent understanding of their individual needs and preferences. We saw a motivated, experienced team who were keen to make a significant difference to people's lives. A relative told us, *"I would recommend [Clayford Farm] to people if I knew they had space."*

People's medication is safely managed. There are good medication management protocols in place. There are secure arrangements for storing, ordering, administering and disposing of medication. Care staff have training relating to medication management and their competency to administer medication is regularly assessed. We found no evidence of any recent mistakes or people missing their prescribed medication.

People's risk of infection is minimised. 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 are aware of. We saw a good supply of cleaning products.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. The service has accommodation set over two floors. There is an annexe which was being developed into accessible bedrooms during the time of our visit. The service is situated in its own grounds. There are also pleasant gardens with views over the surrounding countryside. There is a cabin in the garden which is used for meetings, with relatives and friends or organised activities.

The home provides a welcoming, homely atmosphere which supports people's well-being. People can spend time independently or socially, according to their wishes. The environment enables them to maintain their independence whilst receiving the support they need.

The service has a modern fully equipped kitchen, dining room and a lounge area. The provider constantly looks to improve the environment to enhance the well-being of the people who live there and takes in account their mobility needs as they get older.

We found communal areas clean, tidy and well maintained. Bedrooms are personalised with photographs, ornaments and personal possessions, helping people maintain a sense of identity and belonging. People access a variety of communal spaces where they could relax, socialise, meet visitors or participate in activities. The layout of the home supports people to move around safely and independently wherever possible.

People told us they were happy with their surroundings and feel comfortable living at the service. We found the atmosphere within the home as calm, relaxed and welcoming. We saw people choosing where they wished to spend their time throughout the day and moving freely between communal areas. People are familiar with their surroundings and comfortable accessing different parts of the home.

The service is situated in its own grounds which are well maintained and easily accessible. This space provides opportunities for people to spend time outdoors, socialise, eat with relatives and enjoy fresh air when they choose. At the time of our inspection, there were improvements being made to the access for the outdoor cabin. The steps were being replaced and access improved for those with mobility issues.



People are supported to achieve their outcomes because the service provider has very strong organisational arrangements, governance and oversight to ensure smooth operations and very high-quality care.

The service benefits from outstanding leadership and management arrangements which support positive outcomes for people. Leaders have an excellent understanding of the service and have established high-quality systems to review quality, monitor performance and identify areas for improvement. There is a positive culture within the home, with a clear focus on supporting people to achieve the best possible outcomes. An experienced manager leads the service and receives support from a skilled team of care staff.

The provider seeks and values the views of people, their relatives and care staff. We found quality assurance reports demonstrate effective consultation. We found people to be involved in the running of the home and believe care staff listen to their views.

Care staff spoke positively about the management team and consistently described managers as approachable, supportive and visible within the service. One member of staff told us, “[*The manager*] is good at what she does. Cares for the ladies and the staff. She goes above and beyond.” Care staff told us they feel able to raise concerns, seek advice and discuss ideas openly. Many spoke positively about the culture within the home and described feeling valued, respected and supported in their roles.

We found care staff worked well together and demonstrate a shared commitment to providing good quality care. Care staff consistently told us they have sufficient time to engage in meaningful conversations and activities with people, helping to promote positive relationships and person-centred care rather than focusing solely on tasks. On the day of our inspection, care staff took the people out bowling and we saw them return laughing, smiling and joking with the staff.

Quality monitoring systems operate effectively. Internal and external audits demonstrate high levels of compliance and satisfaction. Care staff and people living at the service feel confident raising concerns, suggestions and ideas and told us managers respond appropriately and in a timely manner.

People are supported by care staff with the necessary expertise, skills and qualifications to meet people’s care and support needs. All new care staff engage in a period of induction and shadowing with experienced colleagues.

The service provider has strict selection and vetting processes for recruiting care staff to make sure all staff are qualified and trustworthy. All care staff are appropriately registered with professional bodies.

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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