



Pembroke Haven



Pembroke Haven Residential Home, Essex Road, Pembroke Dock, SA72 6ED



01646621267

The inspection visit took place on 13/10/2025

Service Information:

Operated by:	Pembroke Haven (Residential Homes) Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	33
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:

Pembroke Haven is a purpose-built residential care home for adults. It is located on the outskirts of the town of Pembroke Dock. It provides care and support to adults, some of whom are living with dementia.

People experience good wellbeing outcomes because of the support they receive from a motivated and committed team of staff who are effectively led by an experienced manager.

The care and support is good because of the relationships people have with each other and those caring for them. Care staff know people well and can therefore offer tailored and responsive care which is best suited to their individual needs.

There is ongoing investment in the environment which is rated as good. There is a continuous programme of repair and refurbishment which ensures the home is safe and enhances people's

wellbeing.

Leadership and management is good because care workers feel well supported and believe the service is committed to continuous improvement for the benefit of people living there. Improvement is however needed in the areas of staff training and supervision. There have been some leadership changes with the manager leaving their position in a planned move during the course of the inspection. The deputy manager is fulfilling this role in the short term. Governance arrangements to monitor quality continue to be robust with the RI demonstrating good oversight of the service.

Findings:



Well-being

Good

People experience dignity and respect in their daily lives. Care staff accommodate people's needs and preferences, which are reflected within personal plans. We saw care staff communicating with people effectively and offering them choice regarding their meals and activities. People told us they like living in the home and interacting with care staff. Care staff support people's preferred routines and promote their dignity and independence. People have opportunities to share their views and are encouraged to do this. Their rights are promoted as legal authorisation is sought for those who face restrictions.

People are happy and get the right level of care and support. People living in the home experience timely, responsive care. Care staff are enthusiastic about their jobs and proud of what people experience. Care staff monitor people's health and well-being closely and support them to access health services. Records show that people receive their prescribed medicines to help them stay healthy.

People are protected from harm as the building and grounds are safe and secure. There is an ongoing programme of repair and refurbishment in place to promote people's health and safety. The service has clear policies for managing safeguarding concerns and other incidents. Staff complete safeguarding training and managers take concerns seriously. The strategies for managing risks to people's safety and well-being are outlined within care records. Care staff are routinely vetted by the Disclosure and Barring Service (DBS) and have the knowledge and skills required to provide safe, effective care. Standards at the service are regularly monitored by the RI, who visits the home regularly.

People live in an environment that promotes their well-being. We observed people to be at ease in their surroundings. People enjoy spending time with care staff and using the leisure items within communal and private rooms. People's bedrooms reflect who they are and are designed according to their needs and wishes. The location of the home allows people to access the community should they wish to.



Care & Support

Good

People are content at Pembroke Haven. They have a say in what they do and when they do it. Care staff use various communication tools to help people understand information and make decisions for themselves. Managers follow correct procedures to ensure people are not unlawfully restricted. Where appropriate, decisions are made in their best interests. We observed people to be very comfortable when interacting with care staff. Care staff actively listen to people and respond considerately to their body language cues. People's communication needs are reflected within personal plans.

People spend time doing things they enjoy with care staff. People told us their visitors are very welcome within the home and are invited to join in any of the activities taking place. Records show that care staff support people to keep in touch with family and friends. Family members consistently told us their relative was happy at the care home and that staff are considerate of both the individual and of family members. People said that care staff have time to talk to them and to discuss how they are feeling and what they have experienced.

People have up to date personal plans that guide care staff on how to meet their physical, mental and emotional needs. Personal plans provide a good insight into who people are and how care staff can manage risks to help keep them safe. We found care staff to be calm and confident in their approach to care. They spoke knowledgeably about the support people need to build on their strengths and enjoy a good quality of life. Care staff keep daily records to reflect how people have spent their days. These are detailed and demonstrate that people receive support in accordance with their personal plans. For example, people follow their preferred routines and are encouraged to do as much for themselves as possible.

People access medical and specialist services to promote their health and well-being. Care staff support people to attend health appointments and work with other professionals to give people the best possible support during health investigations and treatment. The service stores and administers people's medicines in a safe way. Care staff closely monitor people's well-being and log this within daily records. They are clear about how to report incidents and safeguarding concerns. The service has a safeguarding policy which aligns to current legislation.



Environment

Good

The home is located on the outskirts of the town of Pembroke Dock with views over the Cleddau waterway. It is purpose built and is located within a residential area. There is a door bell entry system to the home which means visitors cannot enter the premises without staff approval.

The home is spacious and well presented. We saw people relaxing and interacting with care staff in communal lounge, conservatory and dining areas, which are nicely furnished and decorated. There is an ongoing programme of repair and refurbishment, and we saw communal and personal rooms were well furnished and comfortable. Bedrooms had been personalised to people's individual tastes, needs and interests and were pleasant spaces to relax and spend time in. People told us they are extremely happy with their bedrooms and with communal areas, feeling relaxed and comfortable within them. There is sufficient space for people to spend time socially with other residents and with visitors or alone if they choose to. People's privacy and dignity is preserved.

The service has an infection control policy which clearly outlines the arrangements for managing infection risks. We found the environment to be clean and tidy. The home currently has a food hygiene rating of 1 (the lowest rating). Care staff and the RI gave assurances that all recommendations made by the food standards agency have now been complied with. Kitchen staff spoke of the improvements made both to the physical environment within the kitchen and to the records now maintained. We saw the kitchen was clean, tidy and well stocked. We saw the lunchtime meal appeared well presented and appetising and people told us they appreciate the quality of meals offered to them. Staff have completed food hygiene training. A good supply of personal protective equipment (PPE) is available to staff. Cleaning schedules are followed to ensure all private and communal rooms are kept clean. There are measures in place to ensure each person's clean and dirty laundry is handled separately.



Leadership & Management

Good

There is a positive working culture within the service. Care staff feel proud to be part of a cohesive, motivated team. They told us they enjoy their work and find the home to be a good work environment. Managers support care staff to register with Social Care Wales. A number of staff had not received the required updated mandatory training in areas such as manual handling and medication training. We were told that this was scheduled to be carried out. Some staff we spoke to felt that they would benefit from this additional training. It must be ensured that all staff receive the required mandatory training as soon as this can be arranged in order that staff feel competent to carry out their care duties and that consistent and effective care continues to be provided. This area will be considered again at the next inspection. Although staff told us they feel valued and supported by managers records show that formal staff supervision has not been carried out consistently. We were told that this is currently being rectified, and we saw a number of supervision records which had recently been completed. All staff spoken with told us that they have ready access to informal supervision, from the manager, deputy manager, RI and colleagues and all told us they know where to access help and support if they require it. This area will be considered again at the next inspection.

Staffing rotas confirm that managers allocate sufficient staff to work each shift. Unexpected staff shortages are covered by the manager and existing care staff whenever possible, to ensure continuity of care. There is an induction programme in place to ensure new care staff are familiar with the people they support and key policies, which they are required to read and sign. Safe staff recruitment systems are in place which include appropriate references, employment history and DBS (Disclosure and Barring Service) checks. Staff are vetted by the DBS every three years.

There are effective systems in place to monitor the quality of the service. Managers are open to ideas and responsive to concerns. They are committed to overcoming challenges and working with care staff to improve standards. Information and updates are shared with care staff during staff meetings. The manager left his position, as a planned move, during the course of the inspection and the deputy manager was filling the position in the short term. All staff spoken to, together with the manager and deputy manager, said they feel well supported within their roles and know where to seek any help or advice they might need. Reports relating to visits conducted by the RI demonstrate that any actions set to improve the service are monitored and progressed.

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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