Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caldey Grange Care Home

Caldey Grange, Templebar Road, Kilgetty, SA68 0RA

01834813819

www.caldeygrangecare.co.uk

The inspection visits for this service took place between 21/10/2026 and 04/11/2026

Service Information:

Operated by:	Caldey Grange Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with mental health needs, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability, Care and support for people living with dementia
Registered places:	18
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Caldey Grange is a residential care home in Pembrokeshire. Well-being is rated as good because people receive a person-centred service that enables them to achieve positive outcomes. People have developed warm and meaningful relationships with the consistent and caring staff team.

Care and support is rated as good because people receive care from a skilled and friendly staff team who know them well. Care workers are guided by detailed and individualised personal plans which reflect people's preferences, routines and what matters most to them.

The environment is rated as good because people live in a comfortable, welcoming and homely setting that meets their needs. The environment supports people's independence, promotes well-being and provides a range of spaces for people to spend time with family, friends and each other.

Leadership and management is rated as good because the provider promotes a caring and positive culture centred on people's outcomes. The management team are approachable and supportive and ensure people receive care from a staff team with the right knowledge to meet their needs.

Findings:

Well-being — Good

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes whilst being encouraged to maintain their independence; they remain involved in decisions about their lives. One person told us, *"Things are good and I'm happy here",* whilst another said, *"This place is good, I'm very grateful to them".*

People have as much control over their day-to-day lives as possible. Staff offer people choices throughout the day and support them to decide where they spend their time, what they would like to do and what they would like to eat and drink. We observed staff encouraging conversations, providing reassurance and responding promptly to people's requests in a positive, calm and respectful manner.

People enjoy meaningful relationships with family and friends. There are no restrictions on visiting and representatives told us they are always made to feel welcome. One representative said, *"The staff here are all lovely and care for mum so well",* whilst another told us, *"This place is absolutely what she needs and she's so well looked after".*

People benefit from opportunities to engage in activities that matter to them. We saw people participated in a music session, craft making, hair and beauty activities. There are also many opportunities for people to enjoy social interaction with each other, staff and visitors. People also enjoy community outings, visits to local attractions and spending time with their family and friends.

The service is working towards achieving the Active Offer of the Welsh language. Bilingual signage is prominently displayed throughout the building and several staff members are able to communicate with people in Welsh.

People are safeguarded from abuse and neglect. Staff understand people's needs well and support them to remain safe whilst promoting their independence. The service encourages open communication; people and their representatives told us they would feel comfortable raising any concerns with staff or managers.

People live in accommodation that supports them to achieve positive outcomes. Bedrooms are highly personalised, communal spaces are welcoming and people can access a range of facilities that promote comfort, engagement and well-being.

Care & Support — Good

People are very happy with the service they receive from the team of dedicated and caring care workers. We observed many warm, familiar and meaningful interactions throughout the inspection. One person told us, *"The staff are fantastic here and we have a real good laugh",* and another said, *"Oh really good, they are lovely".*

People receive good quality care because there is a thorough process before the manager agrees to provide the service. Assessments consider people's individual needs, outcomes and whether the service can meet those needs successfully alongside people already living at the home.

People are involved in developing and reviewing their personal plans. Plans are highly personalised and contain detailed information about people's life histories, relationships, preferences and what matters to them. Personal plans reflected the information people, representatives and staff told us about and provided clear guidance for care workers about how to support people effectively.

People's well-being and safety is prioritised through positive risk management. The service adopts an enabling approach to risk and supports people to continue doing the things that are important to them whilst promoting their safety. Risk assessments are individualised and reflect people's specific circumstances and needs.

People enjoy a wide range of meaningful activities and opportunities. Regular entertainment, community involvement, music sessions, beauty treatments and family involvement support people to remain active and socially connected. Staff demonstrate a genuine understanding of people's interests and encouraged participation in a way that reflects individual preferences.

People experience care and support that is dignified and respectful. Staff demonstrate a comprehensive knowledge of people's needs, personalities and preferences and adapted their approach to meet individual needs. A visiting professional told us, *"I'd say people are overall safe and well cared for and I have no concerns".*

People receive their medication as prescribed in accordance with national guidance and the provider's medication arrangements. Medication records reviewed were accurate and corresponded with medicines held within the service. Staff demonstrated a good understanding of medicines management and the systems in place supported safe administration.

People are protected from the risk of infection because the service maintains a clean and hygienic environment. Sufficient supplies of PPE are available used appropriately when required.

Environment

Good

The building is welcoming, comfortable and well maintained. People, relatives and staff consistently described the service as homely and relaxed. The environment is well maintained by a team of dedicated domestic staff.

People's views and needs are always considered when maintaining and developing the home. Bedrooms are personalised with photographs, furniture, ornaments and possessions that reflect people's lives and preferences. Bedrooms are clearly identifiable and support people's orientation and independence.

People access a variety of communal and private spaces that support social interaction, activities and relaxation. Communal areas are bright, comfortable and thoughtfully arranged to meet people's differing needs and preferences. We observed people spending time with family, socialising with one and other and participating in activities throughout the inspection.

Outdoor areas are safe, accessible and attractive. The gardens include seating areas, a gazebo and accessible pathways which enable people to enjoy fresh air and spend time outdoors.

Safety is a key consideration throughout the home. Appropriate servicing and maintenance arrangements are in place for equipment and fire safety systems. Health and safety audits are completed regularly and improvements are identified and acted upon when required.

Security arrangements are in place to protect people whilst maintaining their privacy, dignity and independence. People can move around the home freely and access areas appropriate to their needs.

Leadership & Management — Good

The provider oversees the quality of care through a range of quality assurance processes including audits, Responsible Individual visits and quality reviews. Information gathered through these arrangements is used to identify improvements and support positive outcomes for people.

The Responsible Individual visits the service regularly to spend time talking with people, representatives and staff. Feedback is encouraged and helps inform service development and quality improvement. Quality of care review processes contain meaningful feedback from people, relatives and staff to identify actions to further enhance the service.

The manager is effectively supported by an experienced and stable staff team who know people well. Together they have created a caring, friendly and supportive culture that places people at the centre of the service. Representatives consistently spoke positively about the care provided and the relationships they have developed with staff.

Care workers described the leadership team as accessible and supportive. Staff spoke positively about the training and development opportunities available to them. Staff demonstrated a genuine commitment to supporting people and achieving positive outcomes. A care worker told us, *"The people are great and it's nice getting to know them so well. I'd say we're like a family".*

The service provider has recruitment and vetting arrangements in place to support the appointment of suitable staff. Staff are appropriately registered with professional bodies and recruitment records reviewed demonstrated that appropriate pre-employment checks were generally completed. The induction process was described positively by staff and helped prepare them for their roles. Care workers are positive about the support, training and development opportunities available to them.

Care workers have a clear approach to safeguarding people and promoting their well-being. They understand their responsibilities and are confident to raise concerns if needed. People benefit from a service led by an approachable and committed management team who have created a positive person-centred culture as well as a supportive working environment.

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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