



Caldey Grange Care Home



Caldey Grange, Templebar Road, Kilgetty, SA68 0RA



01834813819

Date(s) of inspection visit(s):

30/04/2025, 14/04/2025

Service Information:

Operated by:	Caldey Grange Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	18
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Caldey Grange is located in a residential area on the outskirts of the village of Pentlepoir near Kilgetty. It offers care to up to 18 people. The service's stated aims focus on supporting people who require differing levels of assistance, including people living with a dementia diagnosis. Caldey Grange is a residential home and does not provide nursing care.

During this inspection the rating awarded for Wellbeing is 'Good' as the care and support people receive is person centred and delivered by a team of trained, motivated and caring staff. The rating awarded for Care and Support is 'Good' as people are involved in the way the service is run, their opinions and suggestions are valued and they feel safe. A range of health and other external professionals are involved in people's care when needed. The rating awarded for the Environment is 'Good' as the service is well maintained, safe and homely. The rating awarded for Leadership and Management is 'Good' as there is effective oversight of the service by the RI and the manager leads a committed team of staff who have been recruited safely and feel well supported.

Findings:



Well-being

Good

People living in Caldey Grange are treated with dignity and respect. Care staff know people well and are aware of how they want their care to be delivered. People are consulted about their care and care plans specify people's individual preferences about their care delivery. We saw people being offered choice over their lunchtime meal, where they wanted to spend their time during the day, activities in which they wished to participate and the clothes they wanted to wear. Care records identify areas in which people can be independent and these are encouraged whenever possible. We saw care staff talking with people in an interested and engaged way. Care plans include a detailed personal biography for each person which enables care staff to engage with people in a meaningful and informed manner.

People are safe and protected from abuse and neglect. The environment in which they live is secure, warm, well maintained and suited to their needs. People have access to the equipment they need. Care staff are trained in safeguarding vulnerable adults and the service has a safeguarding and a whistleblowing policy. People told us they would not hesitate to raise any concerns or worries they might have with care staff, the assistant manager and the manager and they believe they will be listened to.

People are supported to maintain existing relationships with family, friends and people important to them. Visitors to the home are made to feel welcome. There are numerous areas in the home where people can meet comfortably either in a social environment or in privacy, according to their wishes.

Support is offered in a caring and considerate way. Care staff know people well and we consistently saw informed and meaningful conversations with people taking place. Care staff take time to sit with people in a calm and unhurried manner and show a genuine interest in them. This enables care staff to actively support people's emotional and psychological well-being. People told us; *"all the staff are lovely"*; and *"we are so well cared for, we want for nothing"*.



Care & Support

Good

People receive a thorough assessment of their needs prior to being offered accommodation at Caldey Grange. This enables them to receive good quality care because their personal needs are identified, together with intended outcomes. People are involved in the assessment whenever possible. Family members and relevant professionals are also appropriately consulted during the assessment process. This information fully informs the decision about whether Caldey Grange can provide a service to people.

Detailed plans of care are developed for each person living in the care home. People are involved in this process whenever possible, together with their representatives and relevant professionals, to ensure the care plan is tailored to their specific needs and wishes. People's personal plans identify intended outcomes and aim to encourage people to be as independent and fulfilled as possible. Care plans are reviewed regularly to ensure they are up to date and people and their representatives are included in this. Care staff told us they have time to read care plans and are kept informed of any changes made.

People's health is promoted and the advice of relevant professionals is sought promptly and appropriately. Care records clearly note involvement of social and healthcare professionals. People have access to a nutritious and balanced diet and specialist dietary needs are routinely catered for. Kitchen staff know people's individual needs and preferences and endeavour to meet these. We saw that people are offered an alternative to the main meal if they want this. People choose where they want to eat and we saw meals taken in the lounge, conservatory and dining room. People are able to take their time over their meals and any assistance needed is given in a discreet and dignified way.

People are kept safe from harm and abuse. Care staff receive training in the safeguarding of vulnerable adults and a policy is in place which provides care staff with comprehensive information about how to recognise signs of abuse. Care staff know what they must do if they suspect a person is at risk. People told us they know who to approach if they are concerned about their safety and believe they will be listened to. People's liberty is protected in line with legislation and we saw that Deprivation of Liberty Safeguards (DoLS) applications are made appropriately. People's medication is safely managed. Care workers have received training in the safe administration of medication and their competency is assessed. People are protected as much as possible from the risk of infection because the home is kept clean and hygienic. Food hygiene practices are good and records are kept of kitchen cleaning schedules and food handling procedures.



Environment

Good

Caldey Grange offers people a warm, relaxed and homely environment in which to live. The home is comfortable, clean, tidy and well maintained. Systems are in place for the continuing maintenance and upkeep of the service. Two bedrooms have ensuite facilities. Communal bathing and toilet facilities are accessible, clean and well equipped. Domestic staff ensure the home is kept clear of clutter and hygienic.

People personalise their rooms with their own belongings, such as pictures, photographs, ornaments and small items of furniture. People can choose their own duvet covers and curtains if they wish to. We saw that bedroom furniture and soft furnishings are of a good standard. People's rooms reflect their interests and what is important to them. There are two lounges and a dining room available to people, giving them space to interact with each other, their visitors and staff.

The home benefits from a pleasant garden with seating area and many potted plants to the front of the building. There is a spacious rear garden which is enclosed, level and mainly laid to lawn. Good quality garden furniture is available for people to use, together with a number of raised beds which can be easily reached from a wheelchair. People are encouraged to spend time in the garden when the weather permits, either to sit and relax or to take part in growing flowers and vegetables. The garden to the rear of the home was in the process of being extended at the time of the inspection to provide people with additional pleasant outdoor space to enjoy safely. The car park to the rear of the home has also been extended for the use of visitors and people working in the home.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are identified and addressed. Personal Emergency Evacuation Plans (PEEPs) are in place, describing how people will be evacuated in the event of an emergency or a fire.

All serviceable equipment has regular maintenance checks. Fire safety checks are undertaken in line with national guidance. We saw up to date safety certification is in place for utilities, equipment and fire safety.



Leadership & Management

Good

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. Staff told us they are familiar with the RI as he visits the home frequently. We were told by staff that the RI is very supportive of the staff team and that he invests in the service by providing good quality furniture, fixtures and fittings. The RI visits the service weekly and every three months completes detailed quality of care reports. Quality of care reviews are produced in which the quality of the service is measured in order to improve the support provided. These documents demonstrate that the RI speaks with people, staff and relatives and has good oversight of the service.

Sufficient staff are on duty to effectively provide the care and support people need. Staffing levels are adjusted to meet the changing needs of people living in the home. Plans are in place to manage staff sickness or absences to ensure people experience continuity of care. Care staff told us they are happy to support each other and to work extra shifts if needed because they know their colleagues will do the same for them. Care staff receive regular supervision with either the manager or assistant manager, at least quarterly, and records are kept. Care staff consistently told us they feel supported and have confidence in their line managers. Discussions with staff demonstrate a good understanding of their responsibilities in relation to safeguarding. Policies and procedures are in place to guide staff and support good practice.

There are recruitment and selection processes for employing staff to ensure they are trustworthy. Pre-employment checks take place before new employees start work. These include references and Disclosure and Barring Service (DBS) checks. Staff are trained to ensure they are competent and confident to carry out their roles effectively. New staff receive induction training and ongoing mandatory training to enable them to meet people's needs. Staff are up to date, or are booked to carry out, mandatory training and requests for service specific training are encouraged. Training takes place face to face and online. All care staff are registered, or are in the process of registering, with Social Care Wales, the workforce regulator.

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.

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