Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

East Park Care Centre Limited

Jeffreyston, Kilgetty, SA68 0RE

01646651448

www.eastparkcarecentre.com

The inspection visit took place on 08/07/2026

Service Information:

Operated by:	East Park Care Centre Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	21
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting 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:

East Park Care Centre is a pleasant and spacious 21 bed residential home for adults. It is situated in the village of Jeffreyston in Pembrokeshire.

At this inspection we found peoples well-being is good, because both the care and support people receive and the environment they live in support them to achieve good well-being outcomes. There is a real sense of community and friendship within the service, with people feeling happy, comfortable and at home.

Care and Support is good. People are supported to maintain and improve their physical, mental health, and emotional wellbeing by caring and compassionate care staff. Care staff know people well and interactions are respectful and personalised to individual needs.

The environment is good and people benefit from a warm, welcoming, comfortable, and homely environment which promotes their well-being.

Leadership and management of the service is good because the positive actions of the Responsible Individual (RI), manager and care staff team ensure people achieve good outcomes.

Findings:



Well-being — Good

People experience good outcomes because they have choice and control over their day. They decide when to get up, dress and they can move freely around the home as they wish. Care staff know people well and treat them with dignity and respect. People told us "*I'm happy here*" and "*Nothing is too much trouble"* reflecting positive relationships within the home. Family members told us, *"They treat people as individuals" and "It's their home"*.

People enjoy a range of nutritious, home-cooked meals, and told us they have choice, one person told us, *"The food is very good"* and another *"They get to know what you like"*. A four weekly menu is in place to offer a variety of meals and people are offered an alternative if they do not like what is available. Many people receive support from family members and friends to personalise their rooms with photographs and meaningful belongings, promoting identity and emotional well-being.

People are supported to maintain their physical, emotional, and social well-being**.** They have opportunities to develop and sustain positive relationships with those they live with and the wider community. Activities are varied and meaningful, supporting people to reach their potential. These include visiting local beaches, arts and crafts, singers, musicians and board games. These are activities people told us they enjoy and look forward to.

Leaders and care staff demonstrate a commitment to enhancing people's lives, wellbeing and self-worth. Care staff know people well and treat them with dignity and respect. Family members told us their loved ones are valued, and care staff feel appreciated. We saw warm and positive interactions between care staff and people, including attentive listening and reassurance. People described feeling safe and happy in their home, one person told us "*It's home from home*". Family members echoed this, one said, "*There is a family feel, they genuinely care, they know mum well".*

People are supported to maintain and sustain relationships with family, friends and those important to them. Family members and friends are integral to the services and encouraged to visit freely. Family members told us they feel welcomed and involved, sharing comments such as *"We are welcome anytime"* and "*I can visit whenever I want".* This approach promotes emotional wellbeing and positive relationships.

Measures are in place to keep people as safe as possible and protected from harm and abuse. All care staff have received training in safeguarding procedures and know how to raise any concerns they may have.

Care & Support — Good

People are supported by care staff who are kind, reliable, compassionate and know them well. Warm, reassuring and respectful interactions were seen throughout the service, and people told us they feel listened to and supported. Family members described positive communication with the team and expressed confidence in the care provided.

People are supported to maintain meaningful relationships with family and friends, which contributes positively to their emotional well-being. People and their family members feel they receive the care they need and speak highly about the care staff. People told us, "*I can talk to all of the staff",* "*Care is excellent",* and "*I'm very happy here".* Family members told us, "*Staff communication is great", "Communication is really important and its exceptional there*", "*Nothing is too much trouble*" "*They are friendly and approachable*", and another "*I find them fantastic, absolutely amazing*", demonstrating the welcoming, friendly and inclusive atmosphere.

The service has assessment arrangements in place to ensure it can safely and appropriately meet people's needs. Care staff demonstrate a good understanding of people's routines, preferences, and communication needs, and documentation provides useful guidance to support consistent practice. While personal plans and daily notes reflected the service's individual and strengths-based approach. However, opportunities were identified to strengthen recording to ensure information was consistently reviewed and updated to reflect people's current needs, experiences, aspirations and risks. More robust oversight of care planning documentation and daily notes would provide greater assurance that support remains responsive to changing needs.

People's health needs are identified and responded to in a timely way, with evidence of good communication between care staff, families, and external professionals.

Medication is stored securely. We found procedures can be strengthened further by managers completing audits more frequently to identify any discrepancies in records in a timely manner.

Systems are in place to protect people from harm. Care staff understand their safeguarding responsibilities and felt confident reporting any concerns to managers and were assured they would respond promptly. Care staff ensure effective infection prevention and control measures are implemented to reduce the risk of infection and illness amongst individuals. Appropriate personal protective equipment (PPE) was available and used correctly by staff to support effective infection prevention and control practices.

Overall, people receive effective, person-centred care, and the provider is actively strengthening care-planning processes to further support positive outcomes.

Environment — Good

People live in accommodation that meets their needs and benefits them emotionally and physically. They experience a warm, comfortable, and homely environment which promotes their well-being. The building and its contents are well maintained and in a good state of repair and decor. Domestic staff are employed to ensure the environment is kept clean and hygienic.

The setting is on one level and communal areas are spacious, allowing easy access for people around the home. There is also an outside patio area which is easily accessible from the main lounge area and the garden is well maintained providing additional space that supports people's well-being.

People benefit from clean, uncluttered, and safe surroundings**.** Corridors were free from hazards, and all bedrooms were clean and tidy. A family member told us, *"The home is always clean, it's a nice environment"*.

Communal areas are welcoming and well-decorated. The dining area is bright, airy, and colourful, supporting social interaction at mealtimes. People access both communal and private spaces where they can spend time alone, socialise or meet visitors. Care staff respect people's choices about how and where they spend their day. There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place.

Bedrooms are personalised according to people's preferences, with photographs, soft furnishings and personal items that help maintain identity and promote a person-centred approach. One person told us*, "I'm quite happy with my room"* and a family member said *"Their room is lovely".*

The home provides accessible bathroom and toilet facilities that promote privacy and dignity. Wet rooms enhance independence for people who can manage aspects of their personal care. There is ample, well-maintained equipment to meet people's needs. There are good arrangements in place to minimise risks to people's health and safety and a range of maintenance checks and audits are undertaken. Records show equipment is routinely serviced by an external agency. The kitchen was clean and organised, with appropriate checks in place. The service has achieved a food hygiene rating of 5 (Very Good), demonstrating strong infection control and food safety practices. Laundry arrangements support good hygiene and reduce risks of cross-contamination. Substances hazardous to health (COSSH) are safely stored and only accessible to authorised staff.

Leadership & Management — Good

The service is led by a highly visible, approachable and values-driven management team, including the Responsible Individual (RI) and registered manager. They promote a clear vision centred on respect, dignity and person-centred care, and this is fully embedded across the service.

Leadership and management at the service demonstrate a strong commitment to providing safe, consistent, and person-centred care. This creates an environment in which people and care staff feel well supported. There is a positive culture throughout the service, and leaders are visible, passionate, approachable, and engaged in day-to-day operations. This presence helps ensure communication and supports the effective day-to-day running of the service and managers maintain regular oversight of practice.

Quality assurance systems are in place and support service delivery; however, opportunities were identified to strengthen the recording, evaluation and monitoring of audits and governance activity. More consistent documentation of quality assurance processes would provide clearer evidence of oversight, learning and continuous improvement. While aspects of governance and oversight could be strengthened, there was no evidence these issues had negatively affected people's care, support or outcomes. We observed people who were happy, engaged and living fulfilling lives.

People benefit from support delivered by a stable, experienced and knowledgeable workforce, creating continuity and emotional security for people. Care staff are supported through regular supervision and access to training which provides them with the skills to carry out their role. Staff retention is positive, and feedback was consistently favourable regarding management support, workplace culture and opportunities for development. Care staff described feeling valued, respected and listened to, with strong working relationships evident throughout the service. People and family members also provided positive feedback, and we found care staff were knowledgeable about people's needs, preferences and personal outcomes. Care staff demonstrated the skills, knowledge and commitment needed to support people effectively, and this positive workforce culture supports the continuity, consistency and quality of care and support people receive.

Recruitment and vetting processes are effective and support the safe employment of care staff. We looked at several key policies and found them to mostly hold relevant up to date information. Some amendments are required to ensure all policies are up to date and current. This is being addressed.

Overall, leadership and management are effective and supportive, contributing to positive outcomes for people, with a confident, well-supported workforce. The provider’s ongoing work to strengthen internal systems and documentation will support continued development of the service.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.