



Harvest Care Home



Tiers Cross, Haverfordwest, SA62 3SB



01437765368

The inspection visit took place on 15/07/2026

Service Information:

Operated by:	West Wales Care Ltd.
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:	15
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:

Harvest Care Home provide residential care in Tiers Cross, on the outskirts of Haverfordwest. The home accommodates up to fifteen people and specialises in supporting younger adults. It is located near Broad Haven beach on the picturesque Pembrokeshire coast.

People experience good well-being outcomes. They are safe, happy and supported by care staff who have developed positive relationships with them, their relatives and visiting professionals.

The service provides good care and support. Care staff protect people from harm and abuse. Personal plans contain clear and detailed guidance which enables care staff to meet people's needs effectively. Care staff manage medication safely.

The environment is good and promotes people's well-being. People have access to high-quality indoor and outdoor spaces which support their health and well-being. The provider continues to invest in the service and improve the environment.

Leadership and management are effective and good. Leaders place people at the centre of the service and act as visible role models. Strong governance and oversight arrangements promote a positive, inclusive and respectful culture.

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Findings:



Well-being

Good

People live safely and maintain control over their lives. They direct their care and support and have opportunities to express their views about the service. Care staff engage consistently with people and support them to make choices and decisions about their daily lives. Risk assessments provide detailed guidance to help care staff support people safely.

People receive support which protects them from abuse and neglect. Care staff treat people with dignity and respect and focus on achieving positive well-being outcomes. They encourage people to build on their strengths and maintain their independence where possible. Care staff know people well and staffing levels remain sufficient and closely monitored. We observed warm and respectful interactions between care staff, people and relatives. They support people to maintain their physical health, mental health and emotional well-being.

People spoke positively about living at Harvest Care Home and about the care staff who support them. One person told us, *"It is good here."* Another person said, *"I am very happy here."*

Care staff demonstrated good knowledge of people's needs and preferences. They recorded individual requirements and preferences clearly within personal plans. Care staff involved relatives and representatives in care planning and review processes. One representative told us, *"The plan comes to me and I am part of the reviews."* Care staff work closely with health and social care professionals to help people maintain their health and well-being.

Care staff support people to develop and maintain positive relationships. People can access activities and events within the local community. Relatives and representatives can visit freely and remain involved in care and support arrangements. One relative told us, *"They are always happy for me to call in."*

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 secure gardens where they can relax and socialise.

Care staff understand and follow safeguarding procedures. Risk assessments provide clear and consistent guidance and they update them when people's needs change. Care staff can access ongoing internal and external specialist support. We found care staff to be caring and respectful. They receive relevant training, including safeguarding and medication management.



Care & Support

Good

People receive care and support to help them achieve their personal outcomes. Care staff develop and maintain personalised care plans and risk assessments which clearly describe people's needs, preferences and desired outcomes. Records show care staff review well-being goals and care objectives regularly. Personal plans focus on people's physical health, mental health and emotional wellbeing.

Care staff involve people, and where appropriate their relatives and representatives, in care planning and review processes. We reviewed a sample of personal plans and found they contained detailed information and clear guidance for care staff. Records also show staff review and update plans when people's needs changed.

Care staff protect people from harm and abuse. They understand people's individual needs and preferences and deliver person-centred support. We observed a motivated and experienced staff team committed to improving people's lives. One relative told us, *"I am happy with [relative's] care."*

Care staff complete and follow comprehensive risk assessments. The provider ensures care staff receive safeguarding training and follow safeguarding policies and procedures. One staff member told us, *"We treat them like one of our own."*

Care staff manage medication safely. Effective systems support the ordering, storage, administration and disposal of medicines. They receive medication training and managers regularly assess their competency. Records showed no recent medication errors or omissions.

Care staff minimise the risk of infection through effective infection prevention and control practices. The service maintains adequate supplies of personal protective equipment (PPE), which are used appropriately. Care staff receive relevant training and understand the service's infection prevention and control procedures. We also saw sufficient cleaning products available throughout the service.



Environment

Good

People live in an environment which provides suitable facilities and equipment to meet their needs. The home offers a warm, comfortable and welcoming environment which promotes well-being and independence. The provider maintains the environment to a good standard.

Recent improvements include a newly developed dining room and kitchen area, as well as a recreation room with a pool table. During our visit, we observed care staff and people enjoying a game of pool together. The grounds also include a field containing five sheep adjacent to the gardens.

People's bedrooms are personalised to reflect their preferences and contain personal items, furniture and photographs. The provider continues to implement a programme of refurbishment and redecoration across the home.

Communal areas support people's needs and promote independence. They provide opportunities for social interaction, recreation and private meetings. The home has an inclusive and welcoming atmosphere, and care staff ensure visitors feel welcome.

We found the kitchen clean, well maintained and holding a five-star food hygiene rating. It was well stocked with fresh local produce. One person told us, "*Food is nice.*" Another person said, "*The food is lovely, the staff cook for me.*" Some people who live in the onsite lodges have access to their own kitchen facilities, and care staff support them to prepare meals when they choose to remain in their accommodation.

People have access to both communal and private spaces, including secure and well-maintained gardens. We found the environment to be clean, tidy and well maintained throughout. During our visit, we observed ongoing work to improve the gardens and grounds.

The provider completes a range of environmental health and safety audits and continues to invest significantly in the service.



Leadership & Management

Good

People achieve positive outcomes because the provider has established effective organisational, governance and oversight arrangements that support the delivery of high-quality care. An experienced manager leads the service with support from a skilled team of senior care workers and care staff. The responsible individual (RI) is visible and regularly visits the service.

The provider actively seeks and values feedback from people, relatives and care staff. Quality assurance reports demonstrated meaningful consultation and engagement with stakeholders. People told us they feel involved in the running of the home and care staff listen to their views.

Leaders promote a positive, inclusive and respectful culture so people can have confidence in the service. We observed an approachable, accessible and effective leadership team. The manager has significant experience and is appropriately registered with Social Care Wales.

One member of staff told us, *"I think [manager] is really professional. She's supportive, deals with situations very well, is polite and very professional."* Another staff member said of the RI, *"She's lovely. Very professional."*

Quality monitoring systems operate effectively. Internal and external audits demonstrate strong levels of compliance and satisfaction. Care staff and people using the service told us they feel confident raising concerns, suggestions and ideas, and managers respond appropriately and promptly.

Leaders provide clear direction and act as visible role models. The responsible individual is well known to people, staff, relatives and visiting professionals. They maintain effective oversight of the service through robust governance arrangements.

People receive support from care staff who have the skills, knowledge and qualifications needed to meet their care and support needs. Care staff complete regular training which reflects the needs of people using the service. One staff member told us, *"The training is good and I get my supervisions every two months."*

We observed an experienced and established care staff team with low turnover. The provider applies robust recruitment, induction and vetting processes. Care staff are appropriately registered with Social Care Wales and the service follows effective recruitment practices.

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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