Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hillside Home

Hillside Home, Troed Y Rhiw, Goodwick, SA64 0AU

01348873888

The inspection visit took place on 30/09/2026

Service Information:

Operated by:	Pembrokeshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a physical disability
Registered places:	22
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	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Hillside Home is an established care home in Goodwick, providing care and support to adults on a full time or part time basis and is operated by Pembrokeshire County Council.

People have excellent wellbeing outcomes as opportunities are consistently provided for people to have experiences that promote positive wellbeing outcomes. Care and support is very person centred and people benefit from a culture that promotes dignity, choice, inclusion and meaningful engagement. People are enabled to do things that matter to them.

Care and support is good. There is consistency of care because there is a stable staff team that have developed trusting working relationships with people. Staff know people well and there is a relaxed atmosphere where people feel safe and happy.

The environment is homely and comfortable and is supportive of people living at Hillside. Some areas would benefit from upgrading and there is an ongoing plan of improvements. Regular checks and audits are undertaken to ensure the building and it's contents remain safe and suitable for

people living, working and visiting the service.

Leadership and management are good, the manager is knowledgeable, supportive and approachable. The manager has developed strong links with health and social care professionals and there is effective communication ensuring people receive the support they require in a timely manner.

Findings:

Well-being — Excellent

People experience excellent wellbeing outcomes because they are actively involved in decisions about their lives and are supported to maintain their identity, independence and personal relationships. People are actively encouraged to exercise choice and control over matters that are important to them. We observed people making decisions about their daily routines, activities, meals and use of communal spaces.

People spoke positively about living at the service and described feeling respected and listened to. One person told us, *“Nothing is too much trouble. You just say what you want and it’s there!”* A relative said,” Any *queries, I can ask and if they don’t know they will point me in the right direction”.*

Relatives consistently described a culture where people remained at the centre of decision-making and where staff take time to understand what matters to individuals. One relative commented, *“It’s such a relief knowing they’re care for and cared for well”.*

People have developed strong and meaningful relationships with staff as there is continuity of care, with many staff having worked at the service for several years. Interactions are warm, respectful and natural, reflecting familiarity and trust developed over time. Staff know people well and are aware of their histories, preferences, routines and communication styles. People are comfortable approaching staff for support, reassurance and social interaction, creating a relaxed and homely atmosphere. A relative said, “*They (staff) have lots of banter with them*”.

The service demonstrates a strong commitment to helping people maintain their identity and sense of self. Life-story information is used effectively within the home and forms part of everyday practice. We saw evidence of the "Once Upon a Time I Was..." initiative, which celebrates people's life experiences, achievements, occupations and interests. This information is used by staff and visitors to engage people in meaningful conversations and activities. As a result, people are consistently recognised and valued as individuals.

Records show people participate in local events, celebrations and enriching activities that reflect their interests and cultural backgrounds. The service has developed links with community groups and facilitates opportunities for people to engage in social activities within the service. Relatives told us they are welcomed into the service at any time and are able to remain involved in the lives of their family members. This promotes a sense of worth and belonging in the local community and maintains relationships with family and friends.

The service places a strong emphasis on enhancing quality of life and achieving outcomes. We reviewed records associated with the "Magic Moments" initiative and found numerous examples

where staff have supported people to achieve meaningful personal experiences. This demonstrates a clear focus on promoting emotional wellbeing, confidence, self-esteem and enjoyment.

Care & Support — Good

People receive safe and individualised care from staff who know them well and understand their needs. Staff demonstrate detailed knowledge of people's health conditions, personal preferences, communication requirements and support needs. We observed staff providing care in a respectful manner promoting dignity and independence whilst responding promptly to requests for assistance.

Pre-admission assessments are completed before people move into the service and provide assurance that the home can meet their assessed needs, whilst ensuring they will be compatible with people already at the service. Care records hold information relating to identified health conditions, risks and required interventions. Risk assessments cover key areas such as mobility, nutrition, falls prevention, skin integrity and emotional wellbeing.

People's health needs are supported through effective partnership working with healthcare professionals. Records evidence regular involvement from General Practitioners, district nurses, physiotherapists, occupational therapists and specialist services where required. We saw examples where referrals had been made promptly following changes in people's needs and where professional advice had been incorporated into care planning. A healthcare professional told us, *"There is great communication, any concerns and they will contact us to discuss".*

Medication management arrangements are effective. Medicines are stored securely and administered by staff who have received appropriate training and competency assessments. Medication administration records reviewed were completed appropriately and routine audits are undertaken to monitor practice and to highlight any errors in a timely manner.

Safeguarding arrangements are effective. People told us they felt safe living at the service and staff are aware of their safeguarding responsibilities and have completed the required training.

Care planning documentation does not consistently reflect the person-centred approach observed in practice and could be strengthened by recording the positive outcomes people are achieving. In addition, some review records do not clearly evidence the involvement of people and their representatives in decision-making. Daily records also vary in quality and detail. Whilst staff are providing good care, documentation does not always demonstrate the difference that support is making to people's lives. Improved care planning and recording systems would provide stronger evidence of the positive outcomes being achieved. Although, this does not detract from the good quality care and support that people receive. This was discussed with the Responsible Individual (RI) who assured us that it will be addressed.

Feedback from external professionals reinforced our findings. One professional told us, *"Nothing is too much trouble. They are very welcoming and very helpful".*

Environment — Good

People live in a safe and welcoming environment which promotes their wellbeing. The home is clean, homely and comfortable. Communal areas are well maintained and provide relaxed spaces where people can socialise, participate in activities or spend time quietly according to their preferences.

People's bedrooms are personalised with photographs, personal possessions and items reflecting their individual interests and histories. These personalised spaces help people maintain their identity and promoted a sense of belonging. People told us they were happy with their accommodation.

The environment supports people's safety. Records demonstrate appropriate monitoring of fire safety systems, water temperatures, electrical testing and other essential maintenance arrangements. Equipment used to support people is serviced regularly and maintained in accordance with requirements. We found evidence that environmental risks are assessed and monitored appropriately.

Infection prevention and control measures are mostly effective. The home is visibly clean and odour free with no clutter. Cleaning schedules are completed consistently and staff demonstrate a good understanding of infection prevention procedures. At present there is no domestic team and care staff are responsible for undertaking all cleaning tasks. The RI is currently considering if this can be addressed. The home have been awarded a five-star food hygiene rating, providing additional assurance regarding food safety arrangements.

The environment generally supports positive outcomes for people; however some areas would benefit from improvement and upgrading. During the inspection we observed areas of décor and flooring showing signs of wear. Some improvements have recently been made and this is an ongoing process. These issues do not have a significant impact on people's wellbeing but require attention to ensure the environment continues to meet expected standards.

There is an outdoor space which people can access and enjoy with some support. The layout and gradient of certain external areas reduces opportunities for some people to access these spaces independently.

Overall, we found the environment is safe, comfortable and appropriate to people's needs. Planned improvements to décor and accessibility would further enhance people's experiences and wellbeing.

Leadership & Management — Good

The service benefits from positive and effective leadership which promotes a culture focused on people's wellbeing and positive outcomes. The manager is open, transparent and knowledgeable about the service and demonstrates a clear commitment to continuous improvement.

Staff consistently spoke positively about management support. They described the Registered Manager as approachable, visible and responsive. One staff member told us, *"They (the manager) are extremely supportive, always available even out of hours".* Another stated, *"The team is so supportive, I love it, I wish I'd come here sooner".* These comments were reflective of the positive culture observed throughout the inspection.

There is evidence of a stable workforce which contributes to continuity of care and the development of meaningful relationships between people and staff. Training records demonstrate staff have completed mandatory training and further additional training and receive regular supervision and support. Staff are confident in their roles and showed a good understanding of people's needs, organisational policies and safeguarding responsibilities.

There is a robust recruitment system in place and staff undergo the required checks and vetting prior to commencing. Staff are registered with Social Care Wales, their regulatory body.

The service has established quality assurance systems which include audits, meetings and monitoring activities. These processes identify areas requiring improvement and provide managers with opportunities to monitor service quality. Governance arrangements would benefit from further development as audit records do not always demonstrate sufficient analysis of findings or the impact of actions taken. Similarly, RI reports do not consistently evidence direct engagement with people living at the service, their relatives or staff and have little detail on what action is planned to continually improve service delivery and outcomes for people and staff.

We found that some policies would benefit from a review to ensure people have up to date and accurate information available to them.

Partnership working is a particular strength of the service. Feedback from professionals was consistently positive and highlighted effective communication and collaborative working. Relatives similarly described communication as timely, open and supportive.

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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