



## Havenhurst Home



Havenhurst, Sandhurst Road, Milford Haven, SA73 3JU



01646692118

The inspection visit took place on 14/05/2026

## Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Pembrokeshire County Council Adults and Children's Services                                                                  |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                                  |
| Provision for:                           | Care home for adults - with personal care, Provision for mental health                                                       |
| 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**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

Havenhurst Home is a local authority care home providing accommodation and personal care for up to twenty two older people. The service is located in Milford Haven and offers accommodation across three floors with communal spaces on each level. The service supports people with a range of care needs, including dementia and complex health conditions.

People experience good wellbeing outcomes. They are treated with dignity and respect and are safe and protected from abuse and neglect. People are supported to make choices in their day to day lives.

We found that people living at Havenhurst Home receive a good standard of care and support. People are happy and benefit from strong relationships with staff who know them well. There is a stable and experienced workforce, contributing to continuity of care and positive outcomes for people.

The environment is good, although some areas would benefit from updating. People describe it as homely and comfortable. There is a relaxed atmosphere. Health and safety processes ensure it is safe and cleanliness is of a good standard.

Leadership and management is good. There is effective oversight and strong leadership. While some areas could be strengthened, including governance systems, recording practices and aspects of the environment, these do not impact on people's well-being or safety and we have been assured that these areas are being addressed.

## Findings:



### Well-being

Good

People living at Havenhurst Home are treated with dignity and respect. Throughout the inspection, we observed warm, natural interactions between staff and people, with staff demonstrating a good understanding of individual preferences and needs.

People told us they feel safe and well cared for. One person described the home as *“very good, I have peace to watch my tv”*, highlighting the peace and comfort of their environment. Relatives also expressed high levels of satisfaction, with comments such as *“the staff are brilliant”* and *“it’s the only place I would let her stay.”*

People are supported to make choices about their daily routines, including meals, activities, and when they go to bed or get up. A kitchen area on each floor gives people the opportunity to help themselves to drinks and snacks throughout the day, some are able to manage this independently. There is a very relaxed and homely atmosphere and requests for assistance were seen to be responded to promptly.

People are aware of their rights and know how to raise any concerns they may have. Information is available in each room and independent advocacy is offered for those that may need it. A relative told us, *“The staff are brilliant, any issues and they will sort it out”*.

People’s health and well-being needs are met. Records confirm regular involvement of health professionals and staff demonstrate a clear understanding of people’s needs. People are protected from harm. Staff have received training in safeguarding vulnerable people and are aware of their safeguarding duties. Risks are understood and managed appropriately, enabling people to be supported safely while maintaining as much independence as possible.

Opportunities for maintaining relationships are promoted, with relatives able to visit freely. People also have access to some activities and community engagement, including a day centre within the same building.

Some people speak Welsh, however staff are very limited with their Welsh speaking skills therefore there is limited provision of the Welsh language. Although some staff have basic Welsh, further development is needed to fully support the active offer.



## Care & Support

Good

Care and support at Havenhurst Home are of a good standard. Personal plans are very detailed and person-centred, containing information about people's backgrounds, preferences and care needs, detailing how people want their support provided.

Many staff members have worked at the service for several years and therefore demonstrate a strong understanding of people's needs and provide consistent, compassionate care. A stable staff team contributes to continuity and familiarity, which benefits people's well-being.

Risk assessments are in place and reflect people's needs, including those with complex conditions such as epilepsy and dementia. Specialist plans are implemented where required. Care staff know people well and identify when needs change. Timely referrals are made to health and social care agencies to ensure they have the support they need to maintain their health and wellbeing. There are strong links with health and social care professionals and a visiting professional told us, *"We always get the information we need straight away, they chase things up and raise concerns, they go above and beyond"*.

Overall records are completed appropriately, however we found some inconsistencies in documentation. Some records were not signed or dated and certain areas such as oral care require greater detail. The manager is addressing these matters. Whilst some personal plans have detailed outcomes for people, others had little detail and a lack of evidence of outcomes achieved. The manager agreed that records could be more consistent and plans to review these. This does not detract from the good standard of care and support people receive.

Medication is stored correctly and staff are trained in administering effectively and safely. Protocols are in place for 'as required' medicines, to ensure they are used appropriately

There are limited activities available however more recently additional activities have been introduced using a Montessori approach to support people with Dementia. This involves people undertaking practical life activities such as folding towels and pairing socks alongside more sensory activities. This helps with anxiety and promotes independence and self-esteem leading to better outcomes. Some people enjoy organised group activities whilst others prefer spending time alone following their personal interests.

Safeguarding practices are effective. Staff understand their responsibilities, and the service works well with external agencies. Incidents reviewed show appropriate responses and follow-up actions.

There are robust and effective infection prevention and control practices in place. Care staff use personal protective equipment (PPE) when required and we saw ample stocks available to staff. The environment is clean and hygienic.



## Environment

Good

The environment at Havenhurst Home is clean, calm, and spacious and supports the people living there. The home is spread over three floors, providing a quiet atmosphere with manageable group sizes. A lift is available enabling people to move freely around the building. People and their representatives are very happy and describe it as *“homely and calm”*.

We saw that the décor, furnishings and other items in people’s bedrooms reflect their personality and interests with items important to individuals on display, supporting a sense of identity and belonging. Communal areas are welcoming, with access to refreshments and social spaces. Fresh fruit bowls are available in each kitchen area, on each floor along with facilities to make tea and coffee. Corridors are wide allowing for use of mobility equipment and are well lit.

The home benefits from natural light and scenic views, contributing positively to people’s well-being. The garden area is well maintained and accessible. Parts of the environment are dated. The décor and some furnishings would benefit from updating to create a more modern and stimulating environment. The provider is aware of this and there are plans to update the environment and replace some furniture. Cleanliness and hygiene standards are very good throughout the home. Care staff have access to PPE and use it appropriately to minimise risk of infection and cross contamination.

Appropriate equipment is available, including mobility aids and moving and handling equipment. These are serviced as required and records kept. Safety systems, including fire safety measures and environmental checks, are in place and fire equipment such as fire alarms, emergency lighting and extinguishers are tested weekly. There are Personal Emergency Evacuation Plans (PEEP) in place for people and an evacuation drill undertaken recently.



## Leadership & Management

Good

There is effective oversight and governance of the service which promotes people to achieve their personal outcomes. The service is well-led by an experienced and approachable manager. There is a stable, committed staff team with positive morale. Staff feel supported in their roles and communication is effective within the service. Many staff members have been at the service for over twenty years. A newer staff member told us, *“Staff have been very welcoming, it’s like I’ve always been here”*.

A recent quality of care review report demonstrates people are consulted and there is a drive to make continuous improvements to the care provided. The Responsible Individual (RI) undertakes regular visits to the service in line with regulatory requirements and completes reports. The reports could be strengthened further to demonstrate that the RI consults people and staff during these visits. The RI is currently exploring more creative ways to glean feedback from people and staff regarding the service. The provider works well with external agencies and informs the regulatory body of notifiable events in a timely manner.

The provider has robust recruitment and vetting processes in place to ensure care staff have the required experience and qualifications to undertake their role. New staff receive a thorough induction which includes shadow shifts. Staff receive ongoing training, both online and face-to-face, and are registered with Social Care Wales, the regulatory body. Regular one-to-one supervision sessions provide staff with an opportunity to identify areas of strength and any gaps in their knowledge or training and discuss any concerns they may have. However, staff told us they can discuss any issues at any time with the manager.

We looked at some key policies and found them to be up to date, relevant and accessible to staff. Staff are aware of their whistleblowing responsibilities and are confident to raise any issues with their manager. The RI is planning to introduce a Welsh language phrasebook to support staff in promoting the Welsh language for people who prefer to speak Welsh.

## 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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