



Milford House



Milford House Centre, Dartmouth Street, Milford Haven, SA73 2AH



01646698197

The inspection visit took place on 10/02/2026

Service Information:

Operated by:	Pembrokeshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	8
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

	<u>Well-being</u>	Good
	<u>Care & Support</u>	Good
	<u>Environment</u>	Requires Significant Improvement
	<u>Leadership & Management</u>	Good

Summary:

Milford House is a small care home that supports people to maintain a good level of wellbeing and independence. People living at Milford House told us they feel safe, respected and able to make everyday choices about how they live.

A stable group of care staff have positive relationships with people and support a range of activities and community access that contribute positively to wellbeing. Daily living is flexible, mealtimes offer choice, and staff understand people's needs and promote independence.

Leadership and management are strong, with a supportive team environment, good communication and approachable leaders. This positive culture helps promote good wellbeing outcomes for people. The Responsible Individual visits regularly, and there is a clear programme of supervision, training and team meetings. Recruitment follows appropriate procedures, and Social Care Wales registration is in place.

The home has a warm and welcoming atmosphere; however, the building requires significant improvement. While some refurbishment has taken place, we identified areas where further work is needed. A Priority Action Notice has been issued and we expect the provider to take action.

Findings:



Well-being

Good

People living at Milford House told us they feel respected, listened to and supported to make everyday choices about how they live. They describe having control over most aspects of daily life, including when they get up, what they eat, how they spend their time and the activities they engage in. We saw clear examples of this during the inspection, with people choosing freely between meals, outings and quieter home-based activities.

People speak very positively about their relationships with staff, highlighting the warmth and respectful approach shown by the team. This reflected the interactions we observed, where staff were patient, responsive and attentive to people's needs. These relationships contribute to a relaxed, calm atmosphere within the home. People also told us they feel safe living at Milford House and know how to raise any concerns. We saw staff responding promptly whenever someone requested support, offering reassurance and clear communication. Day-to-day life is calm and purposeful, and people appear comfortable approaching care staff with queries or worries.

Care staff facilitate regular informal coffee mornings which give people the opportunity to express their views in a friendly and accessible way. These meetings help create a sense of belonging and people feel involved in shaping aspects of daily life and contributing to improvements within the service.

Community access is a strong feature of the support offered. People described meaningful activities such as visiting cafes, shops and local areas for walks or drives. These activities are incorporated into daily routines and help people maintain personal interests and goals. People are supported to develop or maintain independence where appropriate. Staff encourage positive risk-taking, helping people build confidence and continue to do tasks for themselves where possible.

The building requires improvement, and we have issued a Priority Action Notice to ensure that essential works are completed promptly. These shortcomings must be addressed without delay to prevent any impact on the wellbeing of people living in the home



Care & Support

Good

People experience good-quality care and support that helps them work towards the outcomes that matter to them. Personal plans are created in partnership with people and, where appropriate, their representatives and professionals. The service undertakes pre-admission considerations and works with people, representatives and professionals to plan care. Plans reflect peoples' wishes, aspirations and goals, showing strong involvement from multidisciplinary partners where required. They are relevant, clearly written and updated as people's needs or priorities change.

Risk assessments are proportionate and ensure people can safely take positive risks while building independence. Daily notes provide detailed and respectful accounts of people's progress, illustrating how care staff support individuals to work toward their chosen outcomes. People told us they feel involved in decisions about their support and appreciate the warm, respectful and consistent approach from staff. Staff understand each person well and offer encouragement tailored to their goals. Activities and access to the community are meaningful and contribute to emotional, social and physical wellbeing.

Staffing is stable, and team leaders provide day-to-day oversight to ensure consistent support. Care staff hold, or are working towards, the qualifications required for their roles and receive regular supervision and training updates. This includes medication competency checks and mandatory and role-specific learning that enables staff to meet people's needs confidently. Staff described positive relationships, open communication and feeling well supported in their roles. They also expressed pride in helping people make progress and valued the collaborative team culture. We were told that *"people bring a smile to my face every day"*.

Medication is managed safely, with systems in place to ensure correct administration, documentation and regular audits. People who are able to self-medicate are supported to do so as independently as possible, with appropriate assessments and oversight.

Milford House provides consistent, safe and person-centred care. People's needs are met, and staff actively support them to maintain and develop independence, exercise choice and achieve positive wellbeing outcomes.



Environment

Requires Significant Improvement

People live in an environment that offers positive features which support comfort, independence and a sense of belonging. People's rooms are personalised and reflect their individual preferences, helping to create a homely and familiar space. Communal areas are available for people to relax, socialise, or watch television with others, while quieter areas give people the option to spend time alone or enjoy activities privately. The kitchen is a shared and active space, and people told us they enjoy taking turns preparing evening meals with staff support, which encourages independence and shared routines.

Care staff maintain the home to a good standard of cleanliness, supported by colour-coded cleaning systems, secure COSHH storage and appropriate PPE. The kitchen is clean and organised, and people's preferences are valued and considered. The home has a five-star rating from the Food Standards Agency which means that hygiene standards are 'very good'. A person living in the home described the food as nice and appreciated the variety and choice available. Toilets and bathrooms are accessible, and one person shared that the recent bathroom improvements had been very beneficial for them.

Outcomes for people require significant improvement because; while some refurbishment has taken place, such as bathroom improvements, decoration, re-rendering, and window replacements, the condition of the home continues to be an area needing attention in several key areas. We were told by a care worker that *"the building doesn't reflect the service we provide"*. Parts of the environment show signs of wear and would benefit from repair or completion, including flooring, paintwork and some windows. Therefore, we have issued a priority action notice and the provider must take immediate action to address this issue.



Leadership & Management

Good

People and care staff describe a warm, supportive culture within the service. The manager is approachable and promotes open communication, which helps staff feel confident and clear in their roles. The service works well with professionals and community teams, and this joined-up approach supports people to maintain their wellbeing and, where appropriate, move on to more independent living. Staff highlighted strong teamwork, positive relationships and a shared sense of pride in helping people make progress. We were told by a care worker *“there is a nice atmosphere, I like to see people achieving things”*, and *“I can always speak to the manager”*.

The Responsible Individual (RI) visits regularly to speak with people and staff, review records and check key areas of compliance. These visits are recorded and followed up, offering reassurance that the provider remains actively involved. Established quality assurance processes are in place, including audits, staff meetings, feedback arrangements and incident reporting.

Recruitment follows appropriate procedures, including all required checks. Relevant staff are registered with Social Care Wales, and new staff receive a structured induction. Training is up to date and includes mandatory and role-specific learning such as moving and handling, first aid and medication. Staff receive regular supervision and an annual appraisal, and monthly team meetings provide opportunities to share information and reflect on practice. Staff told us they feel well supported and described a culture that values learning and competence.

The service benefits from a stable staff team, and team leaders provide day-to-day oversight to help ensure consistent standards. Staff said they feel able to raise concerns and that communication is open and constructive. They also told us they feel equipped to meet people's needs and are proud of the support they provide.

The main area leaders are currently focusing on is progressing the environmental improvements required within the home. The RI is aware of the outstanding work and recognises that further steps will be necessary as part of ongoing development.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
The premises are not suitably furnished and kept in good structural repair. People are also at risk because there are hazards to the health and safety of individuals and staff that have not been addressed by the provider. Therefore, people cannot be assured they live in a home which consistently supports them to be safe, healthy and achieve good wellbeing.	10/02/26

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