



Parc y Llyn Nursing Home



Parc Y Llyn Nursing Home, Ambleston, Haverfordwest, SA62 5DH



01437741667

The inspection visits for this service took place between 23/04/2026 and 24/04/2026

Service Information:

Operated by:	Van Dyk Healthcare (Dragon) Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	50
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:

Parc y Llyn Nursing Home provides care and support for adults, including people with nursing needs. Overall, outcomes for people are good.

People's well-being is promoted effectively. Many people live safely, feel comfortable and supported, and have opportunities to exercise choice and control over their daily lives. Staff know people well and support positive relationships. People have opportunities to be involved in meaningful activities and access to the community, helping people feel valued and respected.

Outcomes for care and support are good. People receive personalised, person-centred care that reflects their preferences, routines and changing needs. Staff provide compassionate, responsive care and respond appropriately to changes in people's health or well-being. Safeguarding, medication management and infection prevention arrangements provide reassurance about people's safety.

The environment supports people's comfort, dignity and independence. Accommodation is

generally well maintained and welcoming, with communal and private spaces used well. While some environmental improvements are ongoing, these do not detract from people's daily experiences or the quality of care they receive.

Leadership and management provide effective oversight and foster a positive, open culture. Leaders are visible and approachable, governance systems are effective, and staff feel supported to deliver safe, high-quality care.

Findings:



Well-being

Good

People are supported through positive and proportionate risk management, which is reflected clearly in personal plans and risk assessments. We saw staff taking time to understand what matters to people and supporting them to engage in activities that reflect their interests, abilities and preferences, including access to outdoor space, community outings and personalised one-to-one engagement.

People's physical, mental and emotional well-being is promoted effectively. Staff know people well and recognise changes in mood, health or behaviour, responding appropriately and seeking advice from external professionals when required. People benefit from a wide range of meaningful activities, including Montessori-based activities, pet therapy, listening to music, and informal social opportunities, all of which support positive emotional well-being. One relative told us that their family member *"tells me that he is content."* A professional also reported, *"Residents appear happy and comfortable, and show a fantastic rapport with staff and management."*

People are supported to maintain relationships and feel valued as individuals. Staff recognise people's life histories, culture, language preferences and important relationships. People are encouraged to maintain contact with family and friends, and visitors are welcomed openly and without restriction.

People live in accommodation that supports their well-being outcomes. The environment promotes social interaction, privacy and dignity, with communal areas used well and adaptations in place to support safety and independence. While some environmental improvements are ongoing, these do not detract from people's daily experiences or well-being. One relative commented, *"The most important thing is the kind and caring attention provided by the caring and nursing staff, this is far more important than the quality of the décor."*



Care & Support

Good

Outcomes for people's care and support are good. People receive personalised, person-centred care. Personal plans contain detailed, strengths-based information about people's preferences, routines, communication needs and support strategies. This enables staff to provide consistent, appropriate care that reflects what matters most to people.

People experience continuity of care from a stable staff team who know them well. During the inspection we observed consistently positive interactions between staff and people. Staff approached people with warmth, patience and respect, taking time to talk, reassure and engage meaningfully. One relative told us, *"They assist her when she needs it but allow her as much independence as she can have and always ensure she is handled with care and dignity."*

People are protected from harm and abuse. Safeguarding arrangements are effective and understood by staff. Concerns are recognised and escalated appropriately, and families expressed confidence in how safety is managed. One family member told us *"We are kept informed about her wellbeing and any changes, which provides reassurance and builds trust."*

Care plans and risk assessments are reviewed regularly and updated following changes in people's needs, health or mobility. Staff were able to explain clearly how care had been adjusted in response to incidents or changes in condition, demonstrating a good understanding of people's evolving needs. This supports positive outcomes and continuity of care. A professional told us, *"Staff provide prompt care and highlight concerns in a timely manner."*

People's medication is managed safely. Medication is stored securely, administered by trained and competent staff, and supported through regular audits and oversight. Systems are in place to support safe ordering, monitoring and timely escalation when issues arise.

People's risk of infection is minimised. Infection prevention and control procedures are embedded in daily practice. Staff have received appropriate training, supplies are available, and cleaning regimes are effective. Staff demonstrate a good understanding of hygiene practices and apply them consistently.



Environment

Good

Outcomes for people are good because the environment supports people's safety, comfort, dignity and independence. People live in accommodation that is generally well maintained, clean and adapted to meet their assessed needs. There are suitable communal areas where people can socialise, take part in activities and spend time with visitors, alongside private spaces that are personalised and respected as people's own homes.

Since the last inspection, improvements have been made to the environment, including enhancements to décor, furnishings and safety arrangements. These changes have had a positive impact on the overall feel of the service, helping to create a calmer and more homely atmosphere. Families commented positively on these improvements, with one relative telling us, *"The environment feels safe, welcoming, and well-managed, and there is a strong sense that residents' overall quality of life is a priority."*

Risk assessments are in place to support people's safety while promoting independence wherever possible. Equipment is available to support people's mobility and well-being, and systems are in place to ensure maintenance issues are identified and addressed. This helps ensure people can move around the environment safely and comfortably.

However, relatives and visiting professionals consistently expressed that open access to a secure outdoor garden area would further enhance people's wellbeing. At present staff and relatives currently support outdoor access through escorted walks and community outings. One family member told us, *"The garden area is not yet secure enough for my husband to access it. It is a real asset that is not being utilised."* The provider has acknowledged this feedback and recognises that a secure garden space would increase people's choice and independence, while also providing opportunities for relaxation, sensory stimulation and meaningful activity. Positive steps have been taken, and the provider has begun the process of developing a safe and accessible outdoor environment for people to enjoy more freely.

Importantly, although people and professionals identified areas where the environment could be further improved, this did not negatively impact the quality-of-care people receive. Care continues to be delivered in a compassionate, person-centred and responsive way. Overall, the environment provides a safe and supportive setting, with improvements already made and a clear understanding that further enhancement would strengthen people's experiences and well-being without detracting from the good quality of care currently provided.



Leadership & Management

Good

Outcomes for people are good because leadership and management provide effective oversight and governance that supports safe, high-quality care. Leaders are visible, approachable and well known to people, relatives and staff. There is a positive and open culture within the service, where people feel listened to and concerns are taken seriously.

People and relatives expressed confidence in the leadership of the service. Relatives consistently described managers as accessible and supportive. One relative told us, *"I can ring or come any time and communication is always open and honest."* Another family member said, *"You always feel supported as a family member with regular feedback on health and welfare, I feel my husband is in safe and caring hands."* These views demonstrate transparent leadership and support positive outcomes for people.

Governance systems are effective and provide proportionate assurance. Leaders use audits, quality assurance processes to monitor quality and identify areas for improvement. This reflective approach demonstrates leaders' insight into both the service's strengths and areas where further development, including environmental improvements, would enhance people's outcomes. Visiting professionals spoke positively about leadership responsiveness, with one stating, *"The Manager and Deputy Manager are approachable and responsive to any queries or recommendations."* This supports continuous improvement while maintaining a clear focus on people's lived experiences.

People are supported by staff with the appropriate skills, experience and qualifications to meet their needs. Staffing levels are well managed, with good continuity of care, effective deployment and clear leadership support. Staff feel valued and supported through regular supervision, appraisal and ongoing training, which positively impacts morale and retention and, in turn, benefits people receiving care. Staff spoke positively about the support they receive from leaders, with one staff member telling us, *"We are appreciated and supported and it's a nice environment to work in."* Professionals also reinforced this, with one stating, *"Staff are knowledgeable about the residents in the home and are well supported by management."*

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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