



## Pinehurst Rest Home Limited



Pinehurst Rest Home, 22-24 Esplanade Avenue, Porthcawl, CF36 3YU



01656 771337



[www.pinehurstresthome.co.uk](http://www.pinehurstresthome.co.uk)

The inspection visit took place on 24/10/2025

### Service Information:

Operated by:	Pinehurst Rest Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	11
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

**Excellent**



Environment

**Good**



Leadership & Management

**Excellent**

## Summary:

Pinehurst Rest Home is a small, privately run residential care home for older adults, located in Porthcawl near the promenade.

People experience excellent well-being outcomes. The service places people at the heart of the service, providing meaningful and engaging opportunities and ensuring their views and preferences shape the service. People are, without exception, treated with dignity and respect. The service safeguards people, within an environment that encourages their independence and supports their needs. Care and support is excellent, with people and families telling us of overwhelmingly positive experiences of support from the service. People have personalised plans which give clear instructions to staff and are kept under review. Effective processes are in place for medication management, infection control, and safeguarding. The environment is good, being homely, well-presented, and meeting the needs of people. Leadership and management is excellent. The service is extremely well-led with a positive culture promoted by the Responsible Individual (RI). People are supported by a very happy staff team with the necessary expertise, skills and qualifications. Care staff are recruited safely.

## Findings:



### Well-being

Excellent

Pinehurst Rest Home takes excellent measures to promote and enhance people's well-being, placing them at the heart of the service. We found care staff treat people with dignity and respect without exception. Both people and their families gave superb feedback about all aspects of the service. People and their families work with the service to agree what kind of support is needed, with their wishes and preferences shaping the care they receive. The service makes extensive efforts to ask for and seek people's views. Choices are reflected throughout the make-up of the service, such as how people choose to lead their lives and how they personalise their rooms. There is a significant commitment to listening attentively and supporting people to make well-informed choices. The service ensures people have meaningful and tailored activities and opportunities. An activity coordinator arranges a variety of activities throughout the week, chosen by people. Personalised activity bags are put together to help keep people busy and engaged. People regularly go out, accessing the local beach and community services such as the 'dementia café' and 'Joy Riders' cycling scheme. We saw the service clearly makes ongoing efforts to enrich the lives of people living there. There is excellent contact with relatives, with regular updates shared and keeping them informed and involved.

The service is extremely proactive in promoting people's health. Health issues are promptly referred to the relevant professionals, with staff following guidance and personal plans updated to reflect this. Visiting health professionals told us "*I see residents being looked after in a way I would want my relatives cared for*". Care staff know people very well and can recognise changes in their presentation. We saw and heard multiple examples of people's health and well-being significantly improving because of the care and support they receive at Pinehurst Rest Home.

Safeguarding systems help keep people safe. Staff are supported by policies and procedures that guide good practice. Care staff understand their safeguarding responsibilities and how to respond to any issues. Pre-employment checks are completed, and ongoing supervision and training support staff development. Incidents and accidents are recorded and audited, and the service takes action in response. People are informed about their rights and are supported in voicing their concerns effectively. People and families say they feel confident the service is safe and could visit the service whenever they wanted to.

The environment is very well-presented and welcoming, supporting people's well-being. The service is a converted town house. Bedrooms are comfortable and very personalised, with homely communal areas and an exceptional garden. People are involved in the maintenance and upkeep

of the garden, with it reflecting their preferences. The home is very clean and well looked-after. Mobility aids are available as needed. We saw examples of the service making significant investments to make sure the environment supports people's independence, for example, so they can get around the home as freely as possible. The location of the service provides easy access to nearby facilities and amenities, which people use regularly.



People receive a consistently excellent standard of care and support at Pinehurst Rest Home. People and their families are, without exception, overwhelmingly complimentary about the service, telling us *“I can’t fault...the staff. I’m always kept informed about anything going on – excellent service”, “all members of staff know the residents’ needs very well”, “Pinehurst feels like a home from home and the residents all seem very happy”, “it is clear the home is run for the benefit of the residents”, “they’re all marvellous, from the manager down to all the staff”, “I feel very safe here”, “the staff are phenomenal people”, and “the home has a big family feel to it”*. We saw kind, caring and attentive interactions from care staff, with people appearing extremely relaxed. Mealtime experiences are pleasant and calm. The service assesses people’s needs before providing a service, with consideration of compatibility a key priority. Personal plans are detailed and extremely person-centred, with ‘All About Me’ booklets providing care staff important information about people’s lives and backgrounds. Plans are kept under regular review and updated as needed. Daily recordings are detailed and use a format to enable key information to be located quickly. Monitoring charts are completed to supplement daily recordings, with the Gwên am Byth oral care charts an example of best practice used by the service to promote people’s well-being.

The service protects people from harm and abuse, promoting a positive culture of safety. Risks are assessed to enable people to take positive risks to maintain their independence. Staff understand their safeguarding responsibilities and how to report issues. Staff are confident if they raise an issue with the management team, it will be responded to. Incidents and accidents are recorded and audited. People and their families tell us the service is safe. Where people lack mental capacity to make decisions about their care and living arrangements, Deprivation of Liberty Safeguard (DoLS) applications are submitted. Care staff have a good understanding of what a DoLS authorisation is and means, with the service having very good systems to identify where people have these needs.

People’s medication is well-managed. Care staff administer medication as prescribed, with medication records free from errors. Medication is stored securely. A policy is in place, with care staff trained in how to safely manage and administer medication. Medication is audited monthly, ensuring supplies are in order.

Infection prevention is managed effectively, with robust measures to maintain high standards of hygiene. Care staff have access to and use personal protective equipment, with a good understanding of infection control knowledge more generally. Cleaning is undertaken by domestic staff. Laundry procedures are well-managed and clinical waste is disposed of properly. The kitchen facilities have been awarded a Food Hygiene Rating of 5, meaning a ‘very good’ standard of hygiene.



## Environment

**Good**

Pinehurst Rest Home has a homely, well-presented environment which supports people to achieve their outcomes. The service is a town house-style building on two levels, located in the centre of Porthcawl near the promenade. It is generally tidy and uncluttered, with very good standards of cleanliness throughout. Only authorised persons can enter, with all visitors required to sign in upon arrival and again when leaving. The service has two homely and comfortable lounge areas, where people often spend their time. There are sufficient toilet and bathing facilities in place, with mobility aids available where needed, such as to safely enter and exit the bath. A dining area is located to the rear of the kitchen, where we saw people enjoying their meals. The kitchen facilities are appropriate for the service. Bedrooms vary in size and provide comfortable spaces for people. Each room is personalised to reflect people's preferences, with people able to decorate as much as they wish. We saw some unique examples of how people were able to make their bedrooms their own. A garden area is available to the rear which has been patioed and decorated, with plenty of seating and furnishings for people to make use of. The front and back of the service are decorated with flowers, which people at the service help the manager and housekeeper to maintain. This is a superb measure which helps contribute to a homely and welcoming environment.

The service takes measures to ensure the home environment is safe. Hazardous substances are safely stored in locked cupboards. All bedrooms and bathrooms are fitted with window restrictors. Fire exits are free from obstructions. Records show utilities are serviced and maintained. Fire safety checks are routinely carried out. We were shown evidence a fire drill was due and has since been completed. Each person has a personal emergency evacuation plan for staff to understand the level of support people require in the event of an emergency.



## Leadership & Management

Excellent

The leadership and management at Pinehurst Rest Home is excellent, with exceptional oversight and direction creating an extremely positive culture at the service. The service has a very clear ethos of providing personalised care and support in a homely setting. The RI is central to the day-to-day running of the service, also serving as the manager. As well as running and managing the service, they are present in helping deliver care and support. They fulfil their regulatory oversight role extremely well. Discussions with people and care staff are evidenced in robust detail via three-monthly reports, with the quality of care by the service reviewed and documented every six months. Auditing processes are used to identify what is working well and where improvements might be needed, such as 'slips, trips and falls', medication, care planning, and the 'investigations log'. The service is transparent, making the required notifications to Care Inspectorate Wales. Policies and procedures provide guidance around staff roles, responsibilities, and how the service is to be run. The RI has created a very strong, positive culture that is supportive and respectful towards the staff team and empowers them to be involved in decisions about the service. Moreover, they act as a visible role model to their staff. Regular team meetings take place, and electronic resources are used to share important information quickly. People and care staff are confident giving feedback because they know this is welcomed and responded to in a spirit of partnership. Feedback from people, families, and care staff evidences the high level of confidence they have in the service, with comments including *"the manager made us feel so at ease and was very compassionate"*, *"the management are always there to listen...absolutely nothing is too much trouble for them"*, and *"we've got a lovely boss who has a heart of gold and will do anything to help anyone"*.

The service takes excellent measures to ensure people are supported by care staff who have the necessary expertise, skills and qualifications. Recruitment arrangements meet regulatory requirements, with care staff files containing information such as proof of identity and employment references. Disclosure and Barring Service checks are undertaken. Care staff are registered with the workforce regulator, Social Care Wales. There is a very strong commitment to ensuring the right number of skilled and knowledgeable staff are always at the service. We saw the service can be responsive to changes in needs whilst maintaining very high quality of care for people. There are sufficient care staff to support the number of people at the service, with many having been in place for several years. The rota confirmed staffing targets are met, with the service appearing well-staffed more generally. Continuity of care is ensured and the use of agency staff is extremely low. Training records show care staff access training in core areas of care, such as manual handling, medication administration and infection prevention. Specialist training is in place where needed, for example in stoma and catheter care. Regular supervision provides ongoing support for professional development and performance management. Care staff display very good knowledge about their roles and told us they feel well-equipped to provide safe care. The RI has an excellent approach towards staff welfare and work/life balance issues, for example supporting and facilitating

staff to be able to take extended time off when needed. Care staff are extremely happy in their roles, telling us *“it’s a lovely place to work”*, *“it’s very rewarding – I feel I make a difference”*, *“I like the training we do – I look forward to it”*, *“it’s a lovely, homely atmosphere”*, *“I’ve worked in care for years and this home is second to none”*, and *“the staff work well as a team”*. We saw an extremely happy workforce who benefit from a strong commitment to their personal well-being and feel listened to.

## 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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