Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Elliots Hill Care Ltd - Elliots Hill RCH

Great Elliots Hill, Crowhill, Haverfordwest, SA62 6HT

01437723778

www.elliotshill.co.uk

**The inspection visit took place on 08/09/2026**

## Service Information:

| | |
|---|---|
| Operated by: | Elliots Hill Care Ltd |
| Care Type: | Care Home Service<br>Adults Without Nursing |
| Provision for: | Care and support for people with a learning disability, Care and support for people with a physical disability, 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 mental health needs |
| Registered places: | 23 |
| 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:

Elliots Hill is a care home for up to 23 adults in Pembrokeshire. The service supports people with a range of needs, including older people, people with learning disabilities and mental health needs. People live in a homely rural environment and are supported by a staff team who know them well and provide person-centred care.

People experience good well-being because people maintain important relationships and make choices about their daily lives. Staff understand people's individual preferences and routines, and people appear comfortable and relaxed.

The care and support provided is good because people receive personalised care from staff who understand their needs, preferences and goals. Care planning is outcome focused, healthcare needs are supported and effective systems help ensure medication management and infection prevention arrangements remain safe.

The environment is good because people live in a comfortable, personalised setting that supports their needs and well-being. The service provides suitable facilities, equipment and outdoor spaces. The provider continues to invest in environmental improvements which benefit people living at the service.

The leadership and management of the service is good because managers have developed effective governance arrangements, use digital systems to support care planning and quality assurance, and demonstrate a commitment to continuous improvement. Regular audits and quality reviews provide assurance that the service is monitored effectively.

# Findings:

## Well-being — Good

People experience good well-being because staff know them well and support them to achieve outcomes that are important to them. People are treated with dignity and respect and are supported to make choices about their daily lives. During the inspection, we observed many positive and natural interactions between people and staff. People appeared comfortable and relaxed in their home environment and sought out staff confidently for support and conversation. One person told us they liked the carers who support them, whilst another said staff were *"kind"*. We observed staff responding promptly to people's requests for support.

People have control over many aspects of their daily lives. We observed people choosing how they spent their time and following routines that reflected their preferences. One person chose to have lunch earlier than other people, whilst another independently completed their daily exercise around the grounds. Personal plans contained detailed information about people's wishes, routines, life histories and desired outcomes, and staff demonstrated a good understanding of how to support people in line with these.

People maintain relationships with family and those important to them and are supported to remain connected to their local communities. A relative spoke positively about the service and described staff as caring and welcoming. One relative told us the service felt *"like a big family"* and another said they were able to visit freely. During the inspection, people were attending a local day centre, which helps support their social well-being and maintain important connections. Another person planned a Halloween party with a staff member, including inviting people from other homes, which helped promote social connections and a strong sense of belonging.

People are protected through effective safeguarding arrangements. We found the provider sought professional advice and reviewed care plans and risk assessments when concerns arose. Staff understood their responsibilities for protecting people from harm and knew how to raise concerns. Risk assessments provide staff with clear guidance about how to support people safely and are reviewed when people's needs change.

People also benefit from living in accommodation that supports their well-being outcomes. The home provides comfortable communal areas, extensive outdoor space and opportunities for people to enjoy the environment around them. Ongoing improvements to facilities and the environment help ensure people continue to live in surroundings that support their well-being and quality of life.

## Care & Support — Good

People receive good quality care and support because staff understand their needs, preferences and personal goals and provide support that helps them achieve positive outcomes. Staff know people well and care records contain detailed information about people's histories, routines, health needs and desired outcomes. Personal plans are person-centred and provide staff with clear guidance about how people wish to receive support.

Care planning arrangements are regularly reviewed and updated when people's needs change. Advice and recommendations from healthcare professionals are reflected within care plans and risk assessments, helping to ensure staff have current information about how to meet people's needs. Staff demonstrate a good understanding of people's preferences, risks and support requirements and are able to explain how they help people achieve their personal outcomes.

People have access to healthcare services and specialist support when required. Records evidence involvement from community mental health services, pharmacists and other specialist professionals. Health appointments are attended and professional advice informs support relating to nutrition, mobility, medication and emotional well-being. Staff are aware of their responsibilities in supporting people to maintain their health and well-being. Risk assessments provide staff with guidance about how to support people safely whilst meeting their assessed needs.

Medication management arrangements help ensure people receive their medicines safely and as prescribed. The service uses an electronic medication management system supported by regular audits, stock checks and competency assessments. Medication records are well maintained, and managers provide competency reviews and monitoring. Good infection prevention and control arrangements are also in place, and the home is clean and tidy.

Relatives and professionals speak positively about the care provided. One relative described the service as *“like a big family”* and said staff *“really care and make the residents feel special.”* Another relative told us they visit daily and said staff always contact them if any issues arise. A healthcare professional described the service as *“very supportive and professional”* and stated staff treated people with *“compassion and kindness.”*

## Environment — Good

People live in an environment that supports their well-being outcomes because the home is comfortable and welcoming. The provider continues to invest in the service and maintain facilities that promote people's independence, safety and well-being.

People benefit from living in spacious surroundings with access to a range of communal and outdoor areas. The home is set within extensive rural grounds which provide opportunities for people to enjoy outdoor space, exercise and relaxation. During the inspection, we observed one person independently completing their daily exercise around the grounds. Communal areas were well presented and provided opportunities for people to spend time socialising or relaxing according to their preferences.

People's bedrooms are personalised and reflect their individual preferences and identities. We saw bedrooms decorated with personal belongings, photographs and items that were important to people. One person proudly pointed out their bedroom and told us *"I like my room."* These arrangements help create a homely environment where people feel comfortable and supported.

People have access to facilities and equipment that help them remain safe and comfortable. We reviewed a range of maintenance, servicing and health and safety records and found appropriate arrangements were in place to monitor the environment. Regular environmental audits are completed, and the provider has developed an environmental improvement plan to support ongoing maintenance and refurbishment works. Recent investment includes improvements to buildings, grounds and facilities used by people living at the service.

The home is clean and well maintained. We observed good standards of cleanliness throughout communal areas, bathrooms and bedrooms. Appropriate infection prevention and control measures are in place and recent monitoring provides positive feedback regarding cleanliness standards. Some refurbishment works were ongoing at the time of the inspection and the provider had clear plans in place to continue improving the environment. These arrangements help ensure people live in surroundings that are safe, pleasant and meet their needs.

## Leadership & Management — Good

People benefit from good leadership and management because leaders are committed to providing a positive service for people and demonstrate a clear commitment to continuous improvement. Managers of the service maintain effective systems to monitor the quality and safety of the service and are visible within the home, providing support and guidance to staff when required. These arrangements help ensure people receive safe, consistent and person-centred care.

Leaders use electronic systems to support care planning, communication, quality assurance and outcome monitoring across the service. We saw evidence of daily records being linked to people's personal goals and reviewed reports which identified achievements, challenges and opportunities to further develop support. These arrangements help staff access current information about people's needs and ensure support remains responsive when circumstances change.

The provider maintains effective arrangements to monitor and improve the quality of the service. Audits, quality reviews, Quality of Care Reports and Responsible Individual visits demonstrate good oversight of the service. Leaders use feedback from people, relatives, staff and professionals to identify areas for improvement and monitor performance. Leaders are visible within the service and staff told us they are approachable and available to provide support and guidance when needed. The service works openly with partner agencies and responds appropriately when concerns arise. We found evidence of positive engagement with safeguarding services, commissioners, healthcare professionals and regulators.

People are supported by a skilled and knowledgeable staff team. Staff complete an induction programme and receive regular supervision, appraisal and ongoing training. Training records demonstrated staff have access to a broad range of mandatory and specialist learning opportunities relevant to the needs of people living at the service. Several staff described opportunities to develop their skills and progress within the organisation. One member of staff told us they *“love working at Elliots Hill”* and another described the *“good development opportunities”* available to them.

Management continue to invest in the development of the service. We saw evidence of ongoing environmental improvements and the recruitment of a new Activities and Enrichment Co-ordinator. These improvements demonstrate a commitment to maintaining and improving people's experiences and outcomes. Governance arrangements provide assurance that the service is monitored effectively and that managers remain focused on the well-being of people living at the service.

# 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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