



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Perrots Lodge



Perrots Lodge, Avallenau Drive, Haverfordwest, SA61 1XN



01437 454242



www.elliotshill.co.uk

The inspection visit took place on 03/08/2026

Service Information:

Operated by:	Elliot's Hill Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	8
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

Excellent

Summary:

Perrots Lodge is a care home service for up to eight adults in Haverfordwest, Pembrokeshire. The service supports people with a range of needs, including learning disabilities, physical disabilities and complex health needs. People live in a homely environment and are supported by a dedicated staff team who know them well and promote person-centred care.

People experience good wellbeing because many people experience positive outcomes, maintain important relationships and access meaningful activities in their home and local community. Staff support people to make choices, maintain independence and take positive risks safely

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, health needs are supported well, and effective systems help ensure medication and infection prevention arrangements remain safe.

The environment is good because people live in a comfortable, personalised environment which supports their needs and well-being. The service is clean, well maintained and provides suitable facilities, equipment and sensory resources.

The leadership and management of the service is excellent because leaders have developed highly effective governance arrangements, introduced innovative digital systems and created a strong culture of continuous improvement. They invest significantly in staff development and maintain excellent oversight of the quality of care and support people receive.

Findings:



Well-being

Good

People experience good well-being outcomes because care staff know them well and support them to maintain important relationships, access their local community and pursue interests that are important to them. People are treated with dignity and respect and are supported to make choices about their daily lives. We observed warm and positive interactions throughout the inspection. Care staff demonstrated a good understanding of people's communication needs, preferences and routines. People appeared relaxed and comfortable in the presence of staff. One person described staff as “*lots of fun*” and another told us staff are “*really kind*”.

People are supported to have control over their lives and make decisions about the things that are important to them. Personal plans identify people's goals, interests and preferred routines and care staff demonstrated a good understanding of how to support people to achieve these. We saw evidence of people choosing how they spend their time and staff adapting support to reflect individual preferences.

People maintain their independence and participate in activities that reflect their interests and preferences. One person regularly attends dance classes, enjoys visits to McDonald's and spends time in the local community with support from care staff. Care records showed another person enjoys beach trips, visits to theme parks, spending time in the garden and sensory experiences tailored to their preferences. People also benefit from therapy dog visits, entertainers attending the service and opportunities to access local amenities and outdoor spaces.

People maintain important relationships with those closest to them. Relatives spoke positively about the support provided. One relative described the service as “*a caring, welcoming and homely environment*” and told us their family member had “*settled extremely well*” at Perrots Lodge. Another person proudly showed us family photographs displayed in their bedroom and spoke about the importance of regular family contact.

People are protected through effective safeguarding and risk management arrangements. Care staff understand their responsibilities for keeping people safe and work collaboratively with professionals and agencies when concerns arise. Risks are managed in a way that promotes positive experiences while supporting people to remain safe and achieve good outcomes.



Care & Support

Good

People receive good quality care and support because care staff understand their needs, preferences and goals and provide personalised support which helps them achieve positive outcomes. People benefit from personalised care planning which focuses on their strengths and wishes. We reviewed care records which contained detailed information about people's health needs, communication preferences, routines, relationships and goals. For example, one person's plans focused on maintaining family relationships, and accessing community activities,, whilst another person's records detailed their eating and drinking needs, mobility, communication and sensory preferences. Care staff demonstrated a good understanding of people's needs and how to support them to achieve their identified outcomes. One care worker told us, *"I just want to see people smiling and happy here. If I see people happy, I'm satisfied."*

The service uses an electronic care planning system which links daily records to people's personal outcomes. We saw examples of records capturing community activities, health appointments and progress towards individual goals. Outcome reports help care staff monitor progress and review the effectiveness of support provided.

People have access to healthcare services and specialist support when required. Care records evidenced involvement from speech and language therapists, diabetes services, dietitians, district nurses, learning disability professionals and other healthcare services. We saw evidence that professional recommendations were incorporated into care plans and informed the support people receive. Records included guidance relating to diabetes management, eating and drinking support, moving and handling, skin integrity and behavioural support.

People are protected through effective safeguarding arrangements. Care staff demonstrated a good understanding of safeguarding responsibilities and knew how to raise concerns. Risk assessments identified potential risks and described the support required to help people remain safe whilst maintaining their independence and quality of life. Medication is managed safely through effective recording, auditing and competency assessment processes. We also found good standards of hygiene and infection prevention throughout the service.

Relatives spoke positively about the care provided. One relative told us that care staff responded to concerns about their family member straightaway and said, *"I was very pleased with the way this was handled."* They described how care staff, family members and professionals worked together to ensure the person remained well supported



Environment

Good

People live in an environment that supports their well-being outcomes because the home is comfortable, personalised and well maintained. The service provides suitable facilities, equipment and living spaces which help people remain safe, comfortable and as independent as possible.

People live in a welcoming environment which reflects their individual preferences and personalities. We found bedrooms were personalised with photographs, ornaments, memorabilia and items important to the people living there. One person proudly showed us their bedroom, which contained family photographs, favourite decorations and personal belongings. Staff told us the service has recently introduced personalised bedroom door signs to further reflect people's identities and preferences and strengthen the sense of belonging. The communal areas were comfortable and provided opportunities for people to spend time together or enjoy quieter activities when they wished.

The environment meets people's individual needs. We saw examples of specialist equipment and resources which support comfort, independence and well-being. These included sensory lighting, music systems, a projector and a bathroom equipped with sensory lights and mobiles to provide a calming environment. Staff told us these resources are used to reflect individual preferences and support positive experiences. We also observed people enjoying sensory lighting and music within their bedrooms.

People benefit from safe and accessible indoor and outdoor spaces. The service has secure gardens, seating areas and communal lounges where people can spend time with others or relax quietly. People were observed enjoying communal spaces and spending time comfortably in areas suited to their individual needs. Records and photographs show people regularly use outdoor spaces and enjoy activities in the garden. One relative told us it was reassuring to know their family member was cared for in an environment that felt *“homely and personal rather than having the traditional care home feel.”*

The provider maintains effective arrangements for managing the environment and equipment. We reviewed records confirming regular maintenance, servicing and health and safety checks. The provider has responded to previous fire safety recommendations and continues to strengthen staff knowledge through dedicated fire warden training.

The home is clean and tidy. We observed good standards of cleanliness throughout internal and external spaces. Recent infection prevention and control monitoring provided positive feedback and the service maintains a 'very good' food hygiene rating. These arrangements help ensure people live in a safe, pleasant and well-maintained environment which promotes positive outcomes.



People benefit from excellent leadership and management because leaders have developed highly effective governance arrangements, invested significantly in staff development and created a strong culture of continuous improvement. Effective systems and strong oversight help ensure people receive high-quality, person-centred care and support.

Leaders have introduced innovative electronic systems which 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 weekly reports which identify achievements, challenges and opportunities to further develop support. Staff told us these systems improve communication, oversight and continuity of care.

The provider maintains highly effective arrangements to monitor and improve the quality of the service. Audits, quality reviews, quality of care reports and Responsible Individual visits demonstrate strong oversight. Leaders use feedback from people, relatives, staff and professionals to identify improvements and monitor performance. The service works openly with partner agencies and responds proactively when concerns arise.

People are supported by a skilled and knowledgeable staff team. Staff complete a structured induction programme and receive regular supervision, appraisal and ongoing training. Staff and managers described a wide range of specialist training opportunities, including PEG feeding, epilepsy management, eye-gaze technology, suction training and dementia awareness. Staff told us they feel supported to develop their skills and knowledge and are encouraged to progress professionally.

There is a positive and supportive culture within the service. Feedback from staff was overwhelmingly positive. Staff consistently described leaders as approachable, visible and supportive. One member of staff told us, *"The manager is brilliant, she supports us all the time"* and another said, *"I feel very valued here."* Most staff spoke positively about morale, communication and opportunities for professional development. The majority of the staff feedback reflected the culture we observed during the inspection.

We saw evidence of staff progressing into senior roles and being encouraged to contribute ideas to improve the service. Team meeting agendas, supervision records and quality assurance systems demonstrated a clear commitment to learning, reflective practice and continuous improvement. These highly effective arrangements provide strong assurance that people receive consistent, high-quality care and support.

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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