Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pembroke Care Ltd trading as Hollyland Lodge

Pembroke Care Ltd, Hollylane Lodge Care Home, Holyland Road, Pembroke, SA71 4BL

01646682175

www.hollyland.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 28/07/2025

Service Information:

Operated by:	Pembroke Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	14
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Hollyland Lodge is a residential care home for adults. It is located on the outskirts of the town of Pembroke. It provides care and support to adults, some of whom are living with dementia.

People experience good wellbeing outcomes because of the support they receive from a motivated and committed team of staff who are effectively led by an experienced manager.

The care and support is good because of the relationships people have with each other and those caring for them. Care staff know people well and can therefore offer tailored and responsive care which is best suited to their individual needs.

There is ongoing investment in the environment which is rated as good. There is a continuous programme of repair and refurbishment which ensures the home is safe and enhances people's wellbeing.

Leadership and management is good because care workers feel well supported and believe the service is committed to continuous improvement for the benefit of people living there. There have been some leadership changes with the manager presently also fulfilling RI duties until a new RI is appointed. Governance arrangements to monitor quality continue to be robust with the RI demonstrating good oversight of the service.

Findings:

Well-being — Good

People experience dignity and respect in their daily lives. Care staff accommodate people's needs and preferences, which are reflected within personal plans. We saw care staff communicating with people effectively and offering them choice regarding their meals and activities. People told us they like living in the home and interacting with care staff. Care staff support people's preferred routines and promote their dignity and independence. People have opportunities to share their views and are encouraged to do this. Their rights are promoted as legal authorisation is sought for those who face restrictions.

People are happy and get the right level of care and support. Each shift is appropriately staffed, so people experience timely, responsive care. Care staff are passionate about their jobs and proud of what people experience. They told us *"I really enjoy working here. I do believe I make a positive difference to people".* Care staff monitor people's health and well-being closely and support them to access health services. Records show that people receive their prescribed medicines to help them stay healthy.

People are protected from harm as the building and grounds are safe and secure. There is an ongoing programme of repair and refurbishment in place to promote people's health and safety. The service has clear policies for managing safeguarding concerns and other incidents. Staff complete safeguarding training and managers take concerns seriously. A staff member described managers as *"Very easy to work with. I can speak to them about anything"*. The strategies for managing risks to people's safety and well-being are outlined within care records. Care staff are routinely vetted by the Disclosure and Barring Service (DBS) and have the knowledge and skills required to provide safe, effective care. The manager regularly supervises care staff, frequently working alongside them, so they continue to perform well and develop in their roles. Standards at the service are regularly monitored by the RI, who is also the home's manager.

People live in an environment that promotes their well-being. We observed people to be at ease in their surroundings. People enjoy spending time with care staff and using the leisure items within communal and private rooms. People's bedrooms reflect who they are and are designed according to their needs and wishes. The home has a well-tended garden which people can easily access. The location of the home allows people to regularly spend time in the community should they wish to.

Care & Support — Good

People are content at Hollyland Lodge. They have a say in what they do and when they do it. Care staff use various communication tools to help people understand information and make decisions for themselves. Managers follow correct procedures to ensure people are not unlawfully restricted. Where appropriate, decisions are made in their best interests. We observed people to be very comfortable when interacting with care staff. Care staff actively listen to people and respond considerately to their body language cues. One person told us *"I really like it here, they look after me very well indeed."* People's communication needs are reflected within personal plans.

People spend time doing things they enjoy with care staff. People told us their visitors are welcome within the home and are invited to join in any of the activities taking place. Records show that care staff support people to keep in touch with family and friends. People said that care staff have time to talk to them and to discuss how they are feeling and what they have experienced.

People have up to date personal plans that guide care staff on how to meet their physical, mental and emotional needs. Personal plans provide a good insight into who people are and how care staff can manage risks to help keep them safe. We found care staff to be calm and confident in their approach to care. They spoke knowledgably about the support people need to build on their strengths and enjoy a good quality of life. Care staff keep daily records to reflect how people have spent their days. These are detailed and demonstrate that people receive support in accordance with their personal plans. For example, people follow their preferred routines and are encouraged to do as much for themselves as possible.

People access medical and specialist services to promote their health and well-being. Care staff support people to attend health appointments and work with other professionals to give people the best possible support during health investigations and treatment. People have a health passport for sharing essential information about their individual needs. The service stores and administers people's medicines in a safe way. Care staff closely monitor people's well-being and log this within daily records. They are clear about how to report incidents and safeguarding concerns. The service has a safeguarding policy which aligns to current legislation.

Environment

Good

The home is located on the outskirts of the town of Pembroke. It is situated within a residential area and blends into the local community. There is a bell-entry system to the home which means visitors cannot enter the premises without staff approval.

The home is spacious and well presented. We saw people relaxing and interacting with care staff in communal lounge and dining areas, which are nicely furnished and decorated. There is an ongoing programme of repair and refurbishment and we saw communal and personal rooms were well furnished and comfortable. Bedrooms had been personalised to people's individual tastes, needs and interests and were pleasant spaces to relax and spend time in. One person said, *"I really like my room. I choose to spend quite a lot of time in here. I'm comfortable and have everything I need"*. People's privacy and dignity is preserved. People can spend time outdoors in the large, level, well-tended garden if they choose to.

The service has an infection control policy which clearly outlines the arrangements for managing infection risks. We found the environment to be clean and tidy. The home has a food hygiene rating of 5 (very good). Staff have completed food hygiene training. A good supply of personal protective equipment (PPE) is available to staff. Cleaning schedules are followed to ensure all private and communal rooms are kept clean. There are measures in place to ensure each person's clean and dirty laundry is handled separately.

Leadership & Management — Good

There is a positive working culture within the service. Care staff feel proud to be part of a cohesive, motivated team. They told us *"This is a great home to work in. The atmosphere is good and I feel supported"* and *"I really like coming into work"*. Managers support care staff to register with Social Care Wales and keep up to date with their mandatory training. Care staff also complete specialist training relevant to people's needs. The training programme includes courses such as safeguarding vulnerable adults, health and safety and dementia support. Staff spoke positively about the quality of their training, which is delivered online and in person. Records show that staff receive regular supervision and annual appraisals to discuss their role, performance and development. Staff feel valued and supported by managers. They told us *"I can speak to the manager and deputy about anything"* and *"we are always kept informed of what is happening within the home".*

People are cared for by appropriate numbers of staff. Staffing rotas confirm that managers allocate enough staff to work each shift. Staff shortages are covered by the manager and existing care staff, to ensure continuity of care. There is an induction programme in place to ensure new care staff are familiar with the people they support and key policies, which they are required to read and sign. Safe staff recruitment systems are in place which include appropriate references, employment history and DBS (Disclosure and Barring Service) checks. Staff are vetted by the DBS every three years.

There are effective systems in place to monitor the quality of the service. Managers are open to ideas and responsive to concerns. They are committed to overcoming challenges and working with care staff to improve standards. Information and updates are shared with care staff during staff meetings. The manager is currently also fulfilling the role of RI until a new RI is in place. All staff spoken to, together with the manager and deputy manager, said they feel well supported within their roles and know where to seek any help or advice they might need. Reports relating to visits conducted by the previous RI demonstrate that any actions set to improve the service are monitored and progressed.

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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