



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Canterbury House Residential Home Limited



Canterbury House Residential Home, 103 Priory Road, Milford Haven, SA73 2EA



01646693465

Date(s) of inspection visit(s):

#### Service Information:

Operated by:	Canterbury House Residential 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:	13
Main language(s):	English
Promotion of Welsh language and culture:	This service is not making a significant effort to promote the use of Welsh language and culture

## Ratings:



**Well-being**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

This care home is located in a residential area of Milford Haven. It offers care to up to 13 people. The service's stated aims focus on providing person-centred and individualised care and support. It is a residential home and does not provide nursing care.

At this inspection we found people's well-being was good because of the person-centred care and support people receive from a team of experienced, motivated and friendly workers. The governance arrangements to monitor quality are good with the manager having a very good knowledge of their team and the people they care for.

The physical environment is clean and comfortable, and this compliments the relaxed and homely atmosphere created by the manager and her team.

## Findings:



### Well-being

Good

People live healthily and safely and with some control over their lives. Where possible, people are encouraged to make choices about aspects of their care. They are involved in making decisions about things that affect them. This, together with the knowledge care workers have about people mean their care and support is person centred.

There are some opportunities for people to take part in activities and these include an outside entertainer which people really enjoy and appear to benefit from. Care workers, try as far as possible to offer people opportunities to engage with each other doing card games and puzzles and some people enjoy taking part, whilst others prefer to spend their time on their own. One person said they “*get bored sometimes*” but others are satisfied with the balance of organised activities and time for themselves.

There is no one living at the service whose preference is communicating in Welsh. There are also no Welsh speakers on the staff team.

There are some effective safeguarding arrangements in place. Visitors to the service are required to sign in using a visitor’s book meaning care workers know who is in the service at all times. The garden is secure and the front door kept locked meaning people are protected from any unauthorised entry. Care workers have a good knowledge of their safeguarding responsibilities and have a lot of confidence in their manager to take the actions needed to make sure people are safeguarded.

People are supported to cultivate and maintain healthy relationships with those who are important to them. Visitors are made welcome and some events are offered which include people, their children and grandchildren. Because most of the people who have made Canterbury House are from local area, the staff team know many of them and their families.

The physical environment contributes positively to people’s well-being. Bedrooms are personalised with items of furniture and soft furnishings. There is a stair lift for people to use if needed and hallways are mostly free of any clutter making it easier and safer for people to move freely throughout the service. Some areas would benefit from some general maintenance and redecoration but overall, the service is clean, welcoming and homely.



People receive the care and support they need to achieve their personal outcomes. Care and support plans set out clearly how each individual wants their care to be offered. The plans are comprehensive and reviewed to reflect any changes in need or wishes. The records are very person centred and contain information about the person's likes and dislikes. People also have a "This is Me" document which care workers find helpful, especially when supporting people who are living with dementia. Relatives we spoke with consider the care team know people well, knowing what and who are important to them.

The provider works with other professionals who visit the service regularly and they follow any advice given to make sure people receive the most appropriate care. Some people are receiving care in bed and care workers know how to recognise signs of skin pressure damage. They also have the equipment they need to reduce the risk of pressure damage and repositioning is carried out regularly, although there are some gaps in the records to confirm that this is done. People experience care that is dignified and respectful. Care workers know the practical ways to make sure people's privacy and dignity is maintained, especially when assisting with personal care. They are not rushed and say care *"takes as long as necessary"*. Interactions between people is friendly and relaxed, demonstrating a rapport has been built. One person instantly recognised the voice of a team member and showed their happiness at seeing them. Others describe care workers as *"great"* and *"very very kind"*.

The provider makes sure people have access to a nutritious and balanced diet. Meals are made using mainly fresh ingredients and food cupboards are well stocked. The kitchen has been awarded the maximum score of five by the Food Standards Agency, which shows kitchen standards at the time of that inspection were very good. People are encouraged to use the dining room for their meals, making mealtimes sociable. People are wholly satisfied with the meals, with one describing them as *"lovely"* and another said the food is *"excellent"*. There is a good understanding of the importance of remaining hydrated with drinks being offered regularly throughout the day.

People are protected from harm and abuse. Care workers feel confident to raise any safeguarding concerns with the manager and are certain they would take any concerns raised seriously and act on them. Care workers say they work well as a team and describe the people they care for as they would their own family, with one saying people get *"exceptional"* care.

People's medication is safely managed. It is stored securely and only care workers who have been assessed as competent are able to administer medication. Regular audits are carried out which show a good level of compliance and daily stock lists are maintained.

The risk of infection is minimised because the provider promotes good hygiene practices. There is

a housekeeper employed and care workers also have some housekeeping duties. They are satisfied with the quality of cleaning products and have the time they need to complete their work. The environment is clean and chemicals are securely stored for safety. Bedding can be laundered at the required temperature and hygiene standards in the kitchen area are good.



## Environment

Good

People live in an environment that meets their needs. There are two lounges on the ground floor plus a small lounge on the first floor. The dining room is well used. The service is warm, comfortable and homely. The windows are large meaning there is a lot of natural light. There is an ongoing programme of maintenance and redecoration and whilst some areas would benefit from some remedial work, due to minor damage caused by equipment, overall, the service is well maintained and in good decorative order.

The provider ensures people have the equipment to meet their needs. This includes profiling beds; wheelchairs and stand aids. A visual check shows these are all in good working order. Care workers said the manager is very responsive to requests for equipment, saying “*whatever people need, they get*”.

Bathrooms and toilets are accessible. One of the bathrooms is currently being converted to a wet room as people who have made Canterbury House their home prefer a shower to a bath. Curtains to some of the bathroom doors could enhance people’s privacy.

There are some security measures in place to protect people without compromising their rights. Visitors are required to sign into a visitors’ book meaning care workers know who is in the service at all times. There are plans to install additional cameras in the communal areas and this is currently being discussed with people and their relatives.

The outside space is secure and offers people an attractive place to spend time. There is a large summer house which is currently used for storage but there are plans to empty this and make it into an alternative place for people to spend time when the weather permits.

A maintenance worker carries out all routine maintenance work and is accessible out of hours for emergencies. Repairs are carried out promptly. Records are maintained which show safety equipment is regularly checked and serviced.



## Leadership & Management

Good

People are supported by staff with the necessary expertise, skills and qualifications to meet peoples care and support needs. They are offered a range of training and consider they have the training they need to carry out their duties safely and effectively. Some care workers are doing additional training to support their professional development. Care workers are also appropriately supervised. They get feedback on their work and are willing to learn. The manager is very visible in the service and care workers appreciate both her high standards and how approachable she is. Care workers feel valued by the manager with one saying, *"she goes above and beyond... she is very approachable"* and another described how supported they feel by the manager. Care workers are confident about raising any ideas or concerns they have and of getting a helpful and timely response.

There are some robust selection and vetting processes in place. Care workers are appointed once the required security checks and references have been obtained. They spend some time shadowing more experienced workers, and because the manager is so visible throughout the service, she is able to observe workers' practice. Staff files are well organised and easy to navigate. Relatives appreciate that a number of the staff team have worked for the service for many years, adding *"this shows they are doing something right"*.

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The governance arrangements in place to monitor quality are robust, but do not always demonstrate the views of people who live and work at the service have been sought. Although feedback from people, their relatives and care workers are wholly positive and it is evident the manager has a good knowledge of people and those important to them. Relatives feel reassured by the care and support their loved ones receive at Canterbury House and feel the decision for the person to move there was the right one, with one saying *"X is living their life. They are happy"*.

There is a range of policies and procedures for care workers to follow and these are regularly reviewed to make sure they remain up to date.

## 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.



**Welsh Government © Crown copyright 2025.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*