



Priory House Care Home



Priory House, Milford Haven, SA73 3UA



01646690119



priory-house.org

The inspection visit took place on 21/04/2026

Service Information:

Operated by:	Priory Project 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:	9
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

Good



Environment

Good



Leadership & Management

Good

Summary:

People experience excellent wellbeing in Priory House with strong evidence of choice, control and independence embedded in daily practice. Person-centred planning, meaningful engagement and effective communication approaches ensure people influence decisions about their lives. Positive risk-taking supports access to activities and opportunities, resulting in improved confidence, independence and emotional wellbeing.

Care and support is good, with consistent delivery of personalised care that enables people to progress towards their goals. Staff know people well and promote independence through varied activities and skills development. Safeguarding arrangements are effective, medication is safely managed and infection control practices are embedded, supporting people to feel safe and well cared for.

People live in a good quality environment that is homely, comfortable and supports their wellbeing. Facilities enable independence and there is lots of outdoor space for people to enjoy. Maintenance arrangements are robust, with regular checks and servicing in place to ensure the building, equipment and safety systems remain reliable, safe and fit for purpose.

Leadership and management is good, with established governance systems that support oversight and continuous improvement. The management team demonstrates commitment and maintains positive relationships with staff, families and professionals. Staff are generally well supported and trained, contributing to consistent care. The new Responsible Individual (RI) is in the process of being registered at the time of this inspection and has already started to visit the service routinely to fulfil their role effectively.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. Outcomes for people are consistently excellent because the service places their voice, choice and aspirations at the centre of all practice. People experience a high degree of independence where possible, supported through thoughtfully designed, outcome-focused plans that are written from their perspective and clearly reflect what matters to them. There is strong, sustained evidence of people influencing decisions about their care, daily routines and future goals through regular, meaningful engagement, including detailed keyworker sessions. Innovative and responsive communication approaches, including total communication methods and picture cards, ensure all individuals—particularly those who are non-verbal—can participate fully in decision-making. The service demonstrates exemplary positive risk-taking, enabling people to access a wide range of life-enhancing opportunities such as education, employment preparation, travel and complex physical activities, resulting in clear, measurable improvements in independence, confidence and emotional wellbeing.

People are safe and protected from abuse and neglect, and the service demonstrates a highly embedded safeguarding culture where people's rights, dignity and safety are consistently prioritised. Risk management is dynamic and enabling, with high-quality assessments that are regularly reviewed and effectively balance safety with independence. Medication systems are well organised and safe, supported by effective oversight and electronic monitoring. The stable and consistent staff team plays a key role in promoting safety, as strong relationships enable early identification of risks and responsive interventions. People consistently report feeling safe, and this is reinforced through observation of respectful, attentive practice.

People are supported to cultivate safe and healthy relationships and experience exceptionally positive, meaningful and sustained connections with others. There is a strong, person-centred culture where people are actively enabled to maintain and develop relationships that are important to them, including family, friends, professionals and their wider community. The service supports community integration, with people participating in education, sports teams, volunteering, day services and social activities tailored to their interests and goals. We saw genuine relationships and camaraderie between people and staff and saw people treated with dignity and respect throughout. Professionals consistently describe excellent partnership working, with the service responding promptly to specialist guidance and maintaining open, effective communication.

People live in accommodation that supports their well-being outcomes and experience an environment that consistently enables, enhances and enriches their daily lives. The home provides a homely, comfortable and well-maintained space for people to live safely, with personal space that reflects their individuality as well as communal areas, an extensive garden and well-maintained patio area that support social interaction. There are good systems in place to maintain the environment to ensure it remains safe and suitable for people.

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Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. We looked at care files and saw care plans are detailed, outcome-focused and reflect people's needs, preferences and goals, supporting staff to deliver consistent and responsive care. People are actively encouraged to develop life skills, access education and participate in a wide range of activities that promote independence and confidence. We saw people lead very active lives participating in multiple activities regularly. Feedback received evidences positive experiences, with one person stating, *"I am learning new life skills for my future... I want to live in my own flat one day,"* demonstrating clear progression towards personal aspirations. Professionals also confirmed that *"The Priory use a person-centred approach and tailor the support to meet the individual's needs."* While care planning is strong overall, opportunities remain to more consistently evidence the involvement of people and their representatives within records, particularly for those with communication difficulties.

People are protected from harm and abuse, and there are effective systems in place to promote safety and well-being. Staff demonstrate a sound understanding of safeguarding procedures and are confident in recognising and responding to concerns. The provider has clear policies and procedures in place and ensure staff receive training regularly including safeguarding. Risk assessments are completed and support safe practice, enabling people to participate in activities while minimising potential harm. People told us they feel safe and supported, with one person commenting, *"The staff... make you feel safe,"* reflecting the positive impact of staff relationships. The service applies for Deprivation of Liberty Safeguards (DoLS) authorisations for those who do not have capacity to make decisions about their care and accommodation in their best interests.

People's medication is safely managed. Appropriate systems are in place to ensure medicines are administered, stored and recorded effectively. The service uses an electronic medication administration system which provides clear oversight, accurate recording and supports safe practice. Medication is stored securely in the office, and stock levels are regularly checked, reducing the risk of errors. We looked at Medication Administration records and found these were completed effectively, with clear documentation of the use of medication used as needed 'PRN'.

People's risk of infection is minimised. The service has effective infection prevention and control measures in place that are observed daily. Staff have access to appropriate Personal Protective Equipment (PPE) when needed and have a good understanding of infection control procedures. The service is clean, well maintained and supported by structured cleaning schedules and monitoring systems. Health and safety checks, including COSHH (Control Of Substances Hazardous to Health) assessments and environmental audits, are regularly reviewed conducted, ensuring risks are identified and minimised promptly.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes. The service is a large, detached building with parking to the front and an extensive garden to the rear. The service has a welcoming and homely feel with comfortable, modern and light furniture and décor. Communal areas are spacious, and well-presented, offering space for people to socialise, participate in shared activities and relax. People were happy to show off their bedrooms which are personalised to their likes and lifestyles, which supports their identity, independence and a sense of belonging. The layout of the home enables people to move freely and safely, promoting autonomy while ensuring appropriate levels of supervision where required. Facilities, including the kitchen, living and activity areas, are used flexibly to support skill development and independence, such as cooking and daily living tasks. Outdoor spaces, including the large accessible garden and well maintained patio area, are beneficial to people as they are welcoming, have suitable furniture, shaded areas and a barbeque for outdoor meals in nice weather. We saw people enjoy getting involved in outdoor pursuits such as gardening and spending time in nature. Feedback from stakeholders reflects Priory House value their surroundings, with people describing enjoyment of “a *big garden*” and opportunities to spend time outside. Overall, the environment effectively supports people’s wellbeing outcomes by providing spaces that are both functional and enriching.

The service is well-maintained. We saw robust systems in place to ensure that the environment remains safe, functional and fit for purpose. A comprehensive programme of routine and scheduled checks is undertaken, including weekly, monthly and annual health and safety monitoring. Records confirm essential servicing is up to date, including gas safety, electrical installation certification, fire alarm systems, emergency lighting, legionella checks and PAT testing. Monthly environmental and health and safety audits are detailed and cover a wide range of areas, including fire safety equipment, building condition, infection control, furniture, fixtures and external grounds. These are supported by weekly checks of key systems such as water temperatures, fire safety measures and vehicles. The service uses an electronic system to monitor compliance which flags upcoming checks, which provides clear oversight and reduces the risk of missed tasks. Fire drills are conducted regularly, and personal emergency evacuation plans (PEEPs) are in place, ensuring people can be supported safely in an emergency. A maintenance person is employed who ensures repairs and environmental issues are identified and addressed promptly. The premises were observed to be clean, tidy and free from hazards, demonstrating effective housekeeping and infection control practices.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has good organisational arrangements, governance and oversight tools in place. The Manager demonstrates commitment to the service and maintains a visible presence, supporting day-to-day operations and staff practice. At the time of this inspection a new RI was going through registration so there was a delay in the writing of the bi-annual quality of care review. Despite this the manager told us the new RI visits the service weekly. We saw their first quarterly visit report which gives a good oversight of the service, monitors the quality of care, captures feedback from people and staff and identifies areas for development. The manager uses a software package to ensure the frequency of tasks such as routine audits within the service are carried out at their designated times. these audits include medication, the environment, care reviews and more. Feedback received from professionals indicates high levels of confidence in the service, with one noting *“Excellent communication between the service, professionals and family ensuring that the individuals are having their needs met.”* The service maintains constructive relationships with families and professionals, supporting communication and shared understanding of people’s needs. Systems for managing complaints and concerns are in place, and although no formal complaints have been received, the service demonstrates an open approach to feedback.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people’s care and support needs. We looked at personnel files and saw recruitment processes are safe and appropriate, with enhanced Disclosure and Barring Service (DBS) and past employment checks in place. The service support staff to register with Social Care Wales, the workforce regulator. We saw care staff receive supervision routinely and annual appraisals to support their personal development. The training matrix was viewed which indicates good compliance levels across mandatory training areas, such as food hygiene, positive behaviour support (PBS), first aid and many more. Staff told us they feel supported in their roles, with one commenting they are *“Very well supported,”* reflecting a generally positive working environment. Training in specialist areas supports staff to meet people’s assessed needs. Whilst the service benefits from a largely consistent staff team, at the time of inspection, there were some staff vacancies, and this was actively being addressed. Feedback from relative about the staff team is positive with one stating *“The staff are very friendly and treat X with respect”*. Overall, staff are competent and caring and provide a good standard of support that contributes positively to people’s outcomes.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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