



Bangeston Hall



Pembrokeshire Resource Centre, Bangeston Hall, Pembroke Dock, SA72 4RX



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www.orbis-group.co.uk

The inspection visit took place on 02/12/2025

Service Information:

Operated by:	Pembrokeshire Resource Centre LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	17
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

Requires Improvement



Leadership & Management

Good

Summary:

Bangeston Hall provides care and support that promotes positive outcomes for people. Well-being is good, with people leading active and fulfilling lives supported by caring and motivated care staff. People enjoy a wide range of activities, both in-house and in the community, and are able make choices about their daily routines.

People receive person-centred care that promotes independence and well-being. Plans are detailed, regularly reviewed, and reflect individual preferences. Health needs are well managed, and medication systems are good. Care staff interactions are respectful and personalised to communication needs, ensuring people feel listened to and supported in achieving positive outcomes.

The Environment is rated Requires Improvement. While significant refurbishment has been

undertaken and outdoor spaces are well maintained, some internal areas remain in poor condition. Outstanding repairs, worn bathrooms, and tired furnishings compromise dignity and comfort. Cleaning checks are not always robust, and some en-suite facilities require redecoration. A three-year refurbishment plan is in place, but timely completion of basic repairs is essential to ensure the home consistently promotes safety, hygiene, and well-being. The area for improvement at the previous inspection has been re-issued.

Leadership and management are good and effective. The manager provides clear oversight, supported by strong governance and regular quality reviews. Care staff recruitment, training, and supervision are robust, ensuring a skilled workforce. Systems for monitoring compliance and driving improvement are well established, resulting in consistently good outcomes for people.

Findings:



Well-being

Good

People have good well-being outcomes as they lead active and fulfilling lives supported by caring, motivated and dedicated care staff. People are empowered to thrive, with many opportunities to maintain and explore their interests and develop new skills and interests. These include wide-ranging opportunities from beach visits, swimming, dance classes, meals out and shopping.

Meaningful in-house activities are promoted. We observed people enjoying a relaxed wreath-making session in the poly tunnel on the home's grounds, fostering social connections and emotional wellbeing. One person told us they like walking around the grounds listening to music, while records show others enjoy gardening, cycling, and go-karting. Group walks are held regularly and well received, promoting interaction and wellbeing. Records also confirm physical health is supported through healthy routines and attendance at medical appointments.

The service demonstrates a commitment to upholding people's rights and entitlements, there was evidence of person-centred decision-making, with individuals taking part in choices which impact their daily lives. Activity planners and house meeting minutes show that people are given choice and control over their daily activities, such as meal choices, life skills tasks and engaging in chosen hobbies.

Care staff know people well and treat people with dignity and respect. Family members told us their loved ones are respected and valued, and care staff feel appreciated. One family member described care staff as "*Exceptional*" and said they had "*Changed (person) life.*" Another said this was "*The best place*" for their loved one, where they enjoy engaging in meaningful hobbies. Friends and family are integral to the service, encouraged to visit freely and attend events such as summer fetes and BBQs. Support with travel is provided, helping maintain regular contact. This approach promotes emotional wellbeing and positive relationships.

People are safe and protected from harm as robust safeguarding measures are in place. Care staff we spoke to were aware of the safeguarding procedures and have undergone training. The service is working towards the Welsh Active offer, they celebrate national days, serve traditional meals, and attend Welsh sporting events such as football and rugby games.

Leaders and care staff demonstrate a strong commitment to enhancing people's lives, wellbeing, and self-worth. The service promotes a proactive, strength-based, respectful, and inclusive culture that supports health and emotional wellbeing. An easy-read information book reflecting backgrounds and cultural differences evidences the service's commitment to inclusion and celebrating diversity.



Care & Support

Good

People receive care and support that is consistent, person-centred, and promotes positive personal outcomes. Initial assessments are detailed and take account of each person's needs, preferences, and potential risks, as well as how these may affect others living in the home. Arrangements are carefully considered and reviewed regularly to ensure they support positive relationships and promote good experiences for everyone. Provider assessments are detailed and updated following multi-disciplinary reviews, which take place every three months. These reviews involve professionals, families, and care staff, helping to keep plans current and reflective of people's changing needs.

Personal plans are written in the person's voice and include clear guidance for care staff on daily routines, likes and dislikes, and health needs. Plans are strengths-based and outcome-focused, supporting people to maintain independence and make choices about their care. Behaviour support plans and positive behaviour strategies are in place and reviewed regularly. Care staff understand these plans and use preventative approaches to reduce distress and promote well-being.

People's health needs are well managed. Records show timely attendance at GP, dental, and podiatry appointments, and medication reviews are completed as required. Medication systems are robust. They are stored securely, audits are carried out monthly, and administration records are accurate. Protocols for 'As required' medication are clear, and care staff monitor and record its effects appropriately. We saw care staff encouraging people to make healthy choices and participate in activities that promote physical and emotional well-being, such as gardening, cooking, and community outings.

Care staff interactions observed during the inspection were positive and respectful. Care workers communicated in ways suited to people's needs, including using easy-read documents and visual prompts. Care staff are trained in total communication, and the service is working towards increasing communication skills through further training. People told us they feel listened to and supported; one person said they enjoy living at the service and "*Like the staff.*" Daily records provide good detail of activities, health monitoring, and personal care.

Overall, care and support at the service is effective and promotes people's well-being. People experience positive outcomes because care is planned and delivered in line with their assessed needs and preferences.



Environment

Requires Improvement

People live in accommodation that meets some of their needs; however, improvements are required to ensure the environment consistently promotes well-being and safety. The service has invested significantly in refurbishment since the last inspection, including new windows, flooring, structural works, and furniture. Communal areas such as the main lounge and dining room are clean and furnished with robust furniture, providing a functional space for people to relax and eat together. There are attractive canvases and some personalised décor in bedrooms, which helps create a homely feel for many people. A three-year refurbishment plan is in place to address the extensive work required to maintain the property. Significant improvements have been made since the last inspection; however, further refurbishment and maintenance are still needed to ensure the environment meets expected standards.

We identified outstanding repairs that had been logged but not completed promptly. Some bathrooms were tired, with ripped flooring, missing toilet seats, broken light fittings, and worn sealant. These issues compromise dignity and do not reflect a well-maintained environment.

Cleaning standards were generally satisfactory; however, we noted areas requiring attention, such as a mop left in a shower room and toilet areas which needed cleaning. These findings suggest cleaning checks are not always robust. In addition, some en-suite bathrooms appeared worn and required redecoration to maintain hygiene and dignity.

Outdoor spaces are a strength of the service, offering large gardens and poly tunnels where people engage in horticulture and craft activities. These areas are well used and contribute positively to people's well-being. However, some internal spaces, such as sensory rooms and living areas, were in poor condition, with ripped furniture needing replacement.

Health and safety checks, including fire drills, water temperature monitoring, and servicing of equipment, were completed and recorded appropriately. Although the service provider has undertaken a significant amount of work to improve areas of the home, outcomes for people require improvement to ensure the home is safe, well-maintained and promotes people's dignity. The area for improvement remains and we expect the provider to take action.



Leadership & Management

Good

Leadership and management at the service are effective and support the delivery of good quality care. The manager demonstrates a strong commitment to delivering high-quality care and has a clear understanding of people living at the home and operational systems. The provider demonstrates clear governance arrangements that promote a positive culture and continuous improvement. Leaders are visible and maintain regular contact with the service through scheduled visits and quality review processes. These visits include consultation with people, care staff, and professionals, ensuring feedback is gathered and acted upon. Quality of Care Review reports are completed twice yearly and provide detailed analysis of outcomes, incidents, and training compliance, with actions identified to drive improvement.

Team meetings occur monthly and provide a forum for discussing updates, sharing learning, and addressing any concerns. House meetings are also held with people living at the service, promoting involvement and choice.

Care staff recruitment processes are robust, including appropriate vetting and checks. Most care staff are registered with Social Care Wales the workforce regulator, and those who are not are working towards registration. Induction and ongoing training are provided, and compliance with mandatory courses is generally high. Care staff receive regular supervision and annual appraisals, which they find helpful for discussing development needs and personal goals. Training records show care staff have completed core subjects such as safeguarding and medication, with plans in place to address any gaps.

The provider has contingency arrangements for emergencies and demonstrates good oversight of staffing levels. Rotas are managed effectively to ensure safe cover, and we were told by the manager that the service has a full complement of care staff which promotes consistency and continuity. Notifications to CIW and safeguarding referrals are made appropriately and in a timely manner, reflecting a commitment to transparency and accountability.

Feedback from care staff is positive; they feel supported by managers and value the open culture within the service. Care staff told us they can raise concerns and are confident these will be addressed. Family members spoke positively of the leadership and management, and one family member told us *"The management team are good, they are reactive. If I want to discuss something they react in a positive way."* People living at the service benefit from leadership that prioritises their well-being and ensures care is delivered in line with their assessed needs and preferences.

Overall, leadership and management are strong, with effective systems in place to monitor quality, support care staff, and maintain compliance with regulations. Improvements identified during audits are acted upon promptly, ensuring the service continues to develop and sustain good outcomes for people.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The environment needs to meet people's health and safety needs and to promote a sense of them feeling valued.	07/03/23

CIW has not issued any Priority action notices following this inspection.

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