



Rosendale Park Care Home



Rosendale Park, Tenby, SA70 7SQ



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www.orbis-group.co.uk

The inspection visit took place on 13/04/2026

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:	6
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

Excellent



Leadership & Management

Good

Summary:

Rosendale Park Care Home provides care and support for up to six adults. Well-being outcomes for people are excellent. With very few exceptions, people feel safe, respected and valued, and experience positive relationships with staff. People are supported to live meaningful lives, with choice and involvement in how they spend their time. Staff know people well and adapt their approach to meet individual communication, emotional and health needs, supporting confidence and day-to-day comfort.

Care and support is good. People's needs are assessed and reviewed regularly, with assessments considering health, risks, preferences and compatibility with others. Personal plans are strengths-based and give staff clear guidance on how to provide consistent, safe care. Records show care is delivered in line with plans. Health needs and medication are managed safely, with effective partnership working with external professionals.

The environment is excellent. The home is welcoming, clean and well maintained, with

personalised bedrooms, comfortable communal areas and well-kept outdoor spaces. A dedicated sensory room provides a calm, therapeutic environment which supports relaxation and emotional regulation.

Leadership and management are good and contribute positively to people's well-being. Leadership is stable and visible, promoting a calm, positive culture and continuity of care. Governance systems, including Responsible Individual (RI) oversight, audits and quality reviews, support safe practice, staff development and ongoing improvement. Care staff feel supported through supervision and training, which helps ensure consistent, person-centred care.

Findings:



Well-being

Excellent

People experience excellent and consistently strong well-being outcomes. With very few exceptions, people live safely and enjoy a high quality of life where they feel valued, respected and supported to have control over their day-to-day lives. Care staff demonstrate an exceptional commitment to promoting people's rights, independence and emotional well-being.

People are treated with dignity and respect at all times. We observed warm, calm and responsive interactions where care staff listened attentively and adapted their approach to meet individual communication needs. People spoke positively about their experiences of living at the service and their relationships with care staff. One person told us they *"like living at the home"* Another person said they *"like spending time with the staff."* People appeared relaxed and confident in care staff presence, which reflects strong, trusting relationships and a positive culture.

Well-being outcomes are clearly identified, highly personalised and effectively measured. People are actively supported to identify what matters most to them, and this is embedded within strengths-based personal plans and individual goal setting. Goals focus on independence, emotional well-being, health, social inclusion and community participation. Progress towards outcomes is consistently reviewed through daily records, key worker input, regular multi-disciplinary meetings and formal reviews. Records show people's progress is tracked over time and support is adapted promptly and effectively when people's needs or aspirations change.

People are supported extensively to exercise choice and control over how they spend their time. Activities are flexible, varied and based on people's interests, supporting meaningful engagement and enjoyment. People told us they enjoy living at the service and taking part in their chosen activities. The environment is homely, safe and personalised, supporting independence, positive risk-taking and meaningful everyday activities, contributing to excellent well-being outcomes.

The health and emotional well-being outcomes are very well supported. Care staff work closely with health professionals to ensure people attend appointments and receive appropriate input. Support is delivered in a reassuring and person-centred way, helping people to feel settled, supported and secure in their daily lives.

The service demonstrates a clear commitment to developing the Welsh Active Offer. Welsh words, bilingual signage and visual prompts are visible throughout the home. People are asked about their language preferences, and care staff show a positive and inclusive approach to incorporating Welsh into everyday practice where this supports people's well-being.



Care & Support

Good

People receive good-quality care and support. Care is planned and delivered in a way which supports people's health, safety and well-being, and enables most people to achieve their personal outcomes.

People's care and support needs are assessed and reviewed regularly. Assessments consider people's needs, risks, preferences and compatibility with others living at the service. Personal plans are strengths-based and provide clear guidance to care staff about how to support people safely and consistently. We found plans are detailed and reflect people's routines, communication needs and behavioural support strategies, supporting continuity and consistency of care.

People benefit from care which is delivered in line with their personal plans. Daily records show care staff support people to develop and maintain independence, engage in meaningful activities and access community opportunities. Records demonstrate people receive support with daily living skills and are encouraged to build confidence at their own pace. Where people experience anxiety or distress, care staff use agreed strategies to support de-escalation and emotional regulation.

Care staff work with other professionals to support people's health needs. Health profiles are in place and provide clear guidance about people's medical needs and how these should be managed. Records show people receive support to attend health appointments and outcomes from visits are recorded and acted upon. Where people require specialist input, care staff seek advice and adjust care accordingly to ensure people's needs are met.

Medication is safely managed. Medication administration records are completed consistently and medicines are stored securely. Care staff monitor people's responses to medication and follow prescribed guidance, supporting people's safety and well-being. Audits and checks are used to maintain safe practice and identify any learning.

People are protected from harm through effective safeguarding and risk management practices. Risk assessments and behavioural support plans are in place and provide clear guidance to care staff. Care staff spoken to demonstrate an understanding of safeguarding procedures and how to raise concerns.



Environment

Excellent

People live in an environment that exceptionally supports their well-being outcomes. With few exceptions, the accommodation is well maintained, welcoming and clearly designed to promote comfort, independence and safety. The provider demonstrates a very strong commitment to ensuring the environment enhances people's quality of life.

The home is clean, well decorated and maintained to a high standard throughout. Communal areas are bright, spacious and comfortably furnished, providing varied spaces for people to socialise, relax or spend quiet time alone. The environment feels homely, with personal touches that reflect people's interests and preferences. Recent refurbishment and decoration have significantly enhanced the look and feel of the home and contribute positively to people's well-being.

People's bedrooms are personalised and support privacy and dignity. Rooms contain personal belongings, photographs and items of interest which reflect people's identity and life experiences. En-suite facilities support independence and personal care needs. Where minor cleanliness or maintenance issues are identified, systems are in place to address these promptly, demonstrating effective oversight and continuous improvement.

The provider makes excellent use of indoor space to support people's sensory and emotional well-being. The sensory room is a standout feature and has been carefully designed with people's involvement. It offers a calm and therapeutic space with sensory lighting, equipment and comfortable furnishings, supporting relaxation, regulation and emotional comfort. This demonstrates a thoughtful and creative approach to meeting people's diverse needs.

Kitchens and dining areas are well organised, safe and accessible. Food storage, cleanliness and temperature monitoring are managed effectively, and equipment supports independent living skills where appropriate. Visual aids are used throughout shared spaces to support understanding, orientation and participation.

Outdoor areas are a significant strength. Gardens are well maintained, attractive and accessible, offering inviting spaces for people to enjoy fresh air, gardening and relaxation. Seating areas, planting zones and decorative features encourage people to spend time outdoors and engage with nature. The provider has made improvements to the outdoor spaces, which clearly enhance people's physical, emotional and social well-being.

Health and safety systems are robust and well embedded. Regular checks, servicing and audits are completed, including fire safety, equipment maintenance and environmental risk assessments.

Risks are identified and managed in a way that balances safety while supporting people's independence and freedom. Security arrangements are appropriate and do not compromise people's rights or dignity.



Leadership & Management

Good

People are supported to achieve positive outcomes because the service is well led and effectively managed. Leadership and management arrangements provide a stable foundation for delivering safe, consistent and person-centred care. Oversight systems support improvement and ensure people's needs are met.

The service benefits from consistent leadership, which has contributed to a stable staff team and improved culture. Managers are visible and approachable, and care staff know who to raise concerns or seek guidance from. Care staff spoke positively about the management team and the support they receive. One member of care staff told us, *"I feel supported by the manager and senior management."* Another said, *"There is consistency now, and it's much better than before,"* and *"I enjoy spending time with the people and seeing them progress."* This stability supports continuity of care and positive outcomes for people.

Governance and oversight arrangements are mostly effective. The Responsible Individual (RI) carries out regular visits and reviews key areas such as staffing, safeguarding, training and the environment. Quality of Care Reviews identify what is working well and areas for development which support service improvement.

Staffing arrangements largely meet people's needs. There are sufficient care staff deployed across the service, and rotas demonstrate shifts are covered consistently. Where agency staff are used, this is managed to minimise disruption. Recruitment, induction and vetting processes are mostly robust, and care staff files contain the required information to support safe recruitment. Managers monitor skills mix and staffing levels and adjust these when people's needs change.

Care staff are well supported through supervision, appraisal and training. Supervision sessions are held regularly and focus on practice, development and care staff well-being. Training compliance is generally good, particularly in safeguarding, autism and behaviour support. Care staff told us they feel valued and supported in their roles. One member of care staff said, *"We have regular supervision and feel listened to."* Another told us, *"I feel supported within role and there is room for progression."*

The service has clear policies and procedures in place, including safeguarding, medication and whistleblowing. Care staff demonstrate a sound understanding of their responsibilities and know how to escalate concerns. Notifications to CIW are made appropriately, and safeguarding concerns are responded to promptly.

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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