Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Old Manse

Haverfordwest

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The inspection visit took place on 27/07/2026

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:	4
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	Good
Leadership & Management	Good

Summary:

The Old Manse is a care home service providing accommodation and support for up to four adults with learning disabilities, autism and associated needs.

People experience good well-being outcomes because they are supported to make choices, develop independence, participate in meaningful activities and maintain relationships important to them. People are treated with dignity and respect and are supported to achieve personal goals which enhance their quality of life.

People receive good care and support personalised to their individual needs, preferences and aspirations. Personal plans are detailed and person-centred, helping care staff provide consistent support which promotes independence, health and well-being. People are supported to access healthcare services, participate in community activities and achieve positive personal outcomes.

People benefit from a good environment which is comfortable, safe and personalised. The home provides welcoming communal areas, well-maintained bedrooms and outdoor spaces which support relaxation, recreation and social interaction. Facilities within the home, including sensory resources, enhance people's well-being and help meet individual needs.

People benefit from good leadership and management. Effective governance systems, quality assurance processes and strong management oversight help ensure the service is well organised and focused on continuous improvement. Care staff feel supported by managers and receive training and development opportunities which help them meet people's needs effectively. Feedback from people, relatives and care staff is sought and used to support the continued development of the service.

Findings:

Well-being — Good

People experience good well-being outcomes because they have control over many aspects of their daily lives and are supported to achieve goals that are important to them. Positive relationships between people and care staff help create a welcoming and supportive atmosphere where people feel valued, respected and listened to. We found people are encouraged to make choices about their daily routines, activities and how they spend their time. One person told us they feel safe, enjoy living at the service and are able to do the things they enjoy. A relative stated their family member is supported to '*live the best life that he can in his own way.'*

People are supported to pursue their interests, develop new skills and participate in meaningful activities within the home and wider community. Care staff work closely with people to identify goals and support them to achieve personal outcomes. Records demonstrate people regularly access community facilities, leisure activities, family visits and opportunities that promote independence and social inclusion. A relative told us their family member enjoys a range of activities and is *"Always happy to go back home, which provides reassurance they are well supported."* Relatives consistently spoke positively about the care provided and described people as settled, happy and well supported within the service.

People's communication needs are understood and supported well. Information is available in accessible formats, and the service demonstrates a positive commitment to ensuring people receive information in ways they can understand. We saw examples of personalised approaches being developed to support people with specific communication needs. Individual communication methods are recognised and respected, which helps people to make informed choices and participate in decisions about their lives. The service is also working towards further promoting Welsh language and culture through bilingual resources and the increased use of Welsh throughout the home.

People are supported to maintain their physical, emotional and mental well-being. Care staff ensure people attend routine health appointments and access specialist services where required. Positive risk management promotes independence whilst helping people remain safe. Individual risk assessments provide care staff with clear guidance on supporting people safely, enabling people to participate in activities and experiences that enhance their quality of life.

People understand their rights and are supported to raise concerns if they wish to do so. Accessible information, house meetings and everyday discussions help ensure people's voices are heard. Care staff demonstrate a good understanding of safeguarding responsibilities and work to promote people's safety and well-being.

Care & Support — Good

People receive consistently good quality care and support because care staff have a clear understanding of their individual needs, preferences and personal outcomes. The provider completes detailed assessments and regularly reviews support arrangements to ensure care remains appropriate and responsive to changing needs. Personal plans are strengths-based and provide care staff with clear guidance on how to support people in a way that promotes choice, independence and positive outcomes.

People are involved in planning and reviewing their care and support wherever possible. Personal plans reflect people's wishes, communication needs, routines, interests and aspirations. Regular reviews help ensure information remains current and relevant. Care staff use this information to provide personalised support that recognises people's strengths and helps them achieve their goals.

People benefit from care that is focused on promoting independence, confidence and meaningful participation in everyday life. Care staff support people to develop life skills, maintain community involvement and enjoy activities that matter to them. Records demonstrate people are encouraged to work towards personal goals and are supported to celebrate their achievements. This contributes positively to emotional well-being, self-esteem and social inclusion.

People's health needs are managed effectively. Care staff work closely with healthcare professionals to ensure people receive the support they need to maintain good health and well-being. Health information is detailed and provides care staff with clear guidance regarding physical health, mental health and specialist support requirements. People are supported to attend routine health appointments, annual health checks and specialist reviews where necessary.

Medication is managed safely and people receive their medicines in accordance with their assessed needs. Secure storage arrangements, regular audits and trained care staff support safe medication practices. Effective oversight helps maintain consistency and promotes positive health outcomes.

People are protected from harm through positive behaviour support approaches and proportionate risk management. Care staff understand people's needs and follow agreed strategies to support them in the least restrictive way possible.

Environment — Good

People live in an environment that supports their needs and contributes positively to their well-being. The home is comfortable, welcoming and personalised, providing people with a place where they can feel safe, secure and relaxed. Bedrooms reflect people's individual preferences and interests, helping to create a strong sense of ownership and belonging. Communal areas provide opportunities for social interaction, activities and relaxation whilst also supporting people's independence. The atmosphere throughout the home is calm and homely, enabling people to spend time in ways that suit their individual preferences and routines.

People benefit from a safe and well-maintained environment. The provider has effective systems in place to monitor the premises and ensure facilities and equipment remain safe for people to use. Regular health and safety checks, maintenance programmes and servicing arrangements help ensure risks are identified and managed appropriately. Fire safety systems, emergency lighting, water safety monitoring and environmental risk assessments are maintained to support people's safety and well-being. Emergency procedures are well established, and care staff have clear guidance on supporting people safely in the event of an incident or emergency.

People have access to facilities and resources that enhance their quality of life. The service has invested in spaces that support people's individual sensory and therapeutic needs, providing opportunities for relaxation and emotional well-being. The sensory room is a particular strength and offers a dedicated space where people can access sensory equipment, calming resources and activities that support their individual needs. This area has been thoughtfully developed and is used to promote relaxation, engagement and emotional regulation.

Outdoor areas are attractive, accessible and used well. People have opportunities to spend time outdoors, participate in recreational activities and enjoy social occasions throughout the year. The garden provides a range of facilities including areas for relaxation, exercise and social interaction. These spaces encourage people to spend time outside, remain active and enjoy meaningful experiences within their home environment.

The provider demonstrates a commitment to maintaining a homely environment. Living spaces are clean, tidy and suitably furnished, creating a pleasant atmosphere for people. Recent improvements to communal areas and bathroom facilities demonstrate ongoing investment in the environment. Photographs, personal belongings and decorative features help create surroundings that reflect the interests of people who live there. Equipment and furnishings are suitable for purpose and support people to remain comfortable and independent.

The environment promotes comfort, dignity and well-being. People benefit from surroundings that

are welcoming, personalised and responsive to their needs. Continued investment in the home, together with effective maintenance and safety arrangements, ensures people live in an environment that positively supports their quality of life and day-to-day experiences.

Leadership & Management — Good

People benefit from a well-led service with strong governance and effective oversight which support positive outcomes. The management team promotes a culture that is supportive, person-centred and focused on continuous improvement. Care staff, relatives and other stakeholders speak positively about leadership arrangements and describe managers as approachable, responsive and committed to ensuring people receive high-quality care and support.

The management team has successfully developed a positive and stable culture within the service. Care staff consistently described improvements in teamwork, morale and communication. Care staff stated the service *is 'The best experience by all measurements'* and spoke positively about the friendly atmosphere and sense of achievement gained from supporting people. Other care staff described how colleagues work well together, support one another and create an environment where they feel valued and respected. Care staff also told us management are helpful, supportive and available when guidance is needed. These positive working relationships contribute to consistency of care and support for people living at the service.

The provider has effective quality assurance systems that help maintain good standards across the service. Regular audits, management reviews, quality of care reviews and responsible individual visits provide oversight of key aspects of service delivery. Information gathered through these processes is used to identify strengths, monitor performance and support ongoing improvement. Governance processes demonstrate a clear focus on promoting people's well-being, safety and quality of life. Management maintain oversight of incidents, safeguarding matters, training, health and safety, staffing and care practices, helping to ensure people receive consistent and effective support.

People are supported by a committed and knowledgeable team of care staff. Care staff described positive working relationships with managers and colleagues and said they feel supported within their roles. New and established care staff spoke positively about their induction experiences and said training provides them with the knowledge and skills required to support people effectively. Care staff told us they enjoy coming to work and value the opportunity to make a positive difference to people's lives. Regular supervision sessions, probation reviews and annual appraisals provide opportunities for care staff to reflect on their practice, discuss their well-being and identify professional development goals. These arrangements help ensure care staff remain motivated, accountable and focused on delivering high-quality care and support.

The provider places importance on workforce development and ensuring care staff have the training and knowledge required to meet people's needs. Managers maintain oversight of training and support care staff to achieve professional qualifications and develop new skills. People,

relatives and care staff are encouraged to share their views about the service through meetings, surveys and everyday discussions.

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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