



# **Inspection Report on**

**Woodfield Care Home (Nursing)**

**Woodfield  
Narberth  
SA67 8EH**

**Date Inspection Completed**

12/02/2025

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## About Woodfield Care Home (Nursing)

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Woodhill Care Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	27/7/23
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are content at Woodfield Care Home. They feel safe and cared for by a team of friendly, professional staff who know them well. Care staff recognise and celebrate people for who they are. They provide good quality care that promotes people's health and well-being. People's views about the service are valued and respected.

Care staff feel valued and supported by an experienced manager. There are governance arrangements in place and the Responsible Individual (RI) visits the home to oversee the management arrangements. The views and opinions of people, relatives and staff are gathered to help improve and develop the service and quality of care review reports are produced. There are organised administration systems to support the smooth running of the home. Staff are appropriately recruited and trained.

The home is secure and has the necessary facilities to support people's individual needs. It is clean and warm. Environmental challenges are presented by the home being a period building. Whilst some attractive period features are present, parts of the home would benefit from some refurbishment and repair.

## Well-being

People living in Woodfield receive a good standard of care and support which enhances their mental and physical well-being. Full assessments are carried out to ensure the service is suitable for people before they move in. Care staff have access to detailed, up-to-date risk assessments and personal plans, so they know how people need and want to be supported. Care staff ensure people receive their medicines at the appropriate time. People appeared to be pleased with the food and drink offered and staff know their preferences well. They have opportunities to do things they enjoy individually and as a group.

Staff treat people with dignity and respect. They understand what is important to people and are committed to improving their everyday experiences. Whenever possible people and their relatives are consulted about the service they receive. Staff follow correct procedures to ensure people are not restricted unlawfully.

The home has the facilities to meet people's needs and the accommodation is secure. People appear satisfied with their individual rooms, which they can personalise as they wish. The large, spacious communal rooms allow people to relax and socialise with others. The home is appropriately decorated and furnished, although staff told us that the checked tiled floor on the ground floor is not always helpful for people living with dementia. The home is located within a large garden which is mainly laid to lawn and mature trees and shrubs.

People's safety and emotional well-being is promoted. Personal plans and risk assessments ensure care staff have a good understanding of people's needs and the level of support they require. Care staff receive a range of mandatory and specialist training to ensure they practise safely. Staff complete training in relation to safeguarding adults at risk and are recruited in a safe way. Medication is administered as prescribed. The service communicates with health and social care professionals to ensure people remain as well as they can be. Policies and procedures are kept under review and offer clear guidance to staff. The RI and members of the management team regularly assess standards to ensure people receive the best possible service.

## Care and Support

People feel at home in Woodfield. Staff are gentle and caring in their approach, which creates a warm and inviting atmosphere.

Measures are in place to protect people from harm and abuse. The manager and care staff regard any incidents which do occur very seriously and quickly establish measures to prevent such an incident happening in the future. People have risk assessments and management plans in place, helping to keep them healthy and safe. There are also generic risk assessments which highlight possible risks within the home. Care staff receive safeguarding training and there is a safeguarding policy which is aligned with current national statutory guidance. Care staff we spoke to said they are aware of their safeguarding responsibilities and the process for reporting concerns. Any safeguarding incidents are reported appropriately.

People are actively supported with their health and well-being and their independence is promoted whenever possible. Care staff know the people they support well and can recognise physical or mental health issues quickly. We saw evidence that advice is sought from relevant professionals in order to promote people's physical health and well-being. There are robust medication management systems in place ensuring people's medication is stored and administered safely.

People are encouraged to voice their opinions and are treated with dignity and respect. People and their relatives are involved in their care planning whenever possible and contribute to reviews of their care documentation. Personal plans are up to date and accurately reflect people's needs. Relatives told us they are regularly consulted and are encouraged to voice their opinions. People's views on service provision are collated to help inform improvements. The positive feedback from people and their relatives regarding care staff indicates they are kind, considerate and respectful.

Although some environmental improvements are needed, people live in a home which supports their well-being. The home is clean and comfortable throughout. People are encouraged to personalise their rooms to their preference if they choose to and there was clear evidence of this.

## Environment

Woodfield is period property which retains some of its original features. Some refurbishment and repair has taken place since the previous inspection, including the kitchen, as part of an ongoing maintenance plan. Parts of the home would still benefit from attention however in order to ensure that it is well presented. The home has suitable adaptations and facilities. Communal and private rooms are spacious and comfortable. People's bedrooms are comfortable and personalised with photographs, ornaments and small items of furniture. The home has suitable arrangements for storing and accessing confidential information. There is a large garden which is mainly laid to lawn and mature shrubs and trees. An enclosed courtyard is available which can be used by people and their visitors. We saw that the kitchen is well stocked. The cook knows people's nutritional needs and preferences well and confirmed that people's individual choices are catered for.

The home promotes a good standard of hygiene and infection control. We found private and communal rooms to be clean and tidy. There are appropriate facilities for hand washing and disposing of general and clinical waste. The required cleaning products and personal protective equipment (PPE) are also available. Staff have completed training in relation to infection control. Laundry staff ensure clean and dirty items are handled separately. Care, domestic and kitchen staff said they have sufficient supplies and equipment to carry out their jobs effectively.

There are ongoing safety, environmental and maintenance arrangements in place. The building is secure from unauthorised entry and visitors are required to ring the door-bell and sign the visitors' book when entering and leaving the home. Personal evacuation plans have been developed to enable staff to understand the level of support people require in the event of an emergency evacuation. The service carries out testing of electrical appliances (PAT). Care staff use the necessary equipment to keep people safe as they carry out their daily routines. Equipment is regularly serviced, as recommended. People can request support from staff via a call bell system. We observed staff responding to call bells within reasonable time. The manager has taken action to ensure appropriate locks are fitted to storage rooms and cupboards containing hazards. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure any restrictions people face are lawful and in their best interests. Staff complete training in DoLS and health and safety training.

## Leadership and Management

Effective governance arrangements are in place to support the smooth running of the home. The home has an open and supportive management team. The manager has developed positive relationships with the staff and people living in the home and feels fully supported by the RI.

There are effective quality assurance systems that enable people to influence the service they receive. The RI gathers feedback from people, their relatives and staff and follows up on any complaints during three-monthly formal visits. Additionally, quality-of-care reviews are carried out every six months, which includes analysing feedback and data relating to incidents and internal audits. Actions are set to help drive improvement following the RI's formal visits and quality-of-care reviews. Accidents and incidents are reported promptly to the relevant agencies. Policies are in place to support good practice. Additional staff have been recruited since the last inspection and the manager and staff told us that this has had a very positive impact on the service.

The service has a statement of purpose that sets out how it intends to provide the best possible outcomes for the people it supports. We found this document to accurately reflect the service being provided.

People receive support from staff who are safely recruited, supported and trained. The required checks are carried out before staff are employed, including a criminal check by the Disclosure and Barring Service (DBS). Staff receive formal, individual supervisions and annual appraisals, allowing them to reflect on their performance and development.

Care staff told us that they enjoy their jobs and find them rewarding. They receive a range of training to meet the needs of the people they care for and support. Care staff told us that the training is sufficient to enable them to carry out their roles effectively and that requests for any additional training are met whenever possible. Care staff told us they know how to report concerns about people's welfare and believe they will be listened to. The service has a clear safeguarding policy and care staff told us they are aware of this and have received training in the safeguarding of vulnerable adults. Staff told us that morale within the team is positive and all staff spoken to demonstrated a commitment to providing good care in order to enhance the lives of people living in Woodfield Care Home.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



	inspection	
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