Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pen-coed Residential Care Home

Pencoed, Wooden, Saundersfoot, SA69 9DY

01834 812210

www.pencoed.care

The inspection visits for this service took place between 02/09/2026 and 04/09/2026

Service Information:

Operated by:	Forest Care Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	25
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:

Pen-coed is a residential care home for adults situated in a village in Pembrokeshire, close to the well-known coastal towns of Tenby and Saundersfoot. Up to twenty-five people can be accommodated in a two-storey building.

Overall people achieve good wellbeing outcomes and benefit from care that is compassionate, respectful and focused on their individual needs. People are supported to maintain their health, remain connected to those important to them and engage in experiences that enhance their quality of life.

Care and support are good. People receive good quality care and support from a stable, caring and knowledgeable staff team. Strong healthcare partnerships and positive relationships between staff and people contribute to positive outcomes for people living at the service. While improvements are required in some areas of care planning and documentation, these issues are recognised by management and are being addressed and have not impacted on the good quality care people receive.

The environment is good. People live in a safe, comfortable and supportive environment that

promotes their wellbeing. The provider has made significant improvements to the front and entrance of the building. Ongoing investment and development plans demonstrate a commitment to continuous improvement, and we have been assured that improvements to the décor and fabric of the home will be addressed as part of the ongoing improvement plans.

Leadership and management are good. The service is well led, with a strong commitment to person-centred care and positive outcomes for people. Leadership is viewed positively by relatives and staff, and effective systems are in place to support the quality and safety of the service.

Findings:

Well-being — Good

People living at Pen-coed Residential Care Home are supported by a caring and committed staff team. During our inspection, we observed many positive interactions between staff and people living at the home. Staff speak to people respectfully, patiently and in a warm manner. There is a relaxed atmosphere throughout the service and people appeared comfortable in the presence of staff. Staff have a good understanding of individuals' needs, preferences and routines and support people to make choices in their day to day lives.

People and their relatives consistently spoke positively about the quality of care they receive. One person told us, "*There's nothing to complain about. The staff are very nice, nothing is too much trouble."* Another person described the staff as *"perfect"* and said they loved living at the service. Relatives were equally complimentary. One relative told us, *"The most important thing is the staff and they're brilliant. Everybody here today was here when xxxx arrived."* Another stated, *"The care is second to none. I wouldn't move them anywhere else".*

People are supported to maintain their physical, mental health and emotional well-being. The manager has strong links with local health services ensuring people have timely access to additional support when required. Care staff know people well and notice any changes in their presentation and needs meaning people receive the right support when they need it. Relatives described examples where staff had identified health concerns promptly and acted quickly to access medical intervention resulting in a positive outcome. A district nurse told us they had "no issues" with the service and described staff as always willing to assist. They also confirmed there are sufficient staff available to support nursing interventions safely.

People's social wellbeing is promoted through activities and meaningful experiences, and they are supported to continue doing things that matter to them, as much as possible. The manager has introduced a "wish experience" initiative which aims to support people to participate in experiences that are significant to them based on their personal histories and interests. For example, one person who had previously worked as a jockey was supported to attend a race meeting after the manager arranged access through local contacts. Another individual was supported to purchase a replacement guitar because music had played an important role throughout their life.
Although outcomes for people are positive overall, recent staffing shortages have reduced opportunities for staff to spend one-to-one time with people. The manager acknowledges the challenges created by vacancies and explained that newly recruited care workers are due to commence employment shortly. We were provided with assurances that this would improve staffing resilience and increase opportunities for personalised support.

People are supported to maintain relationships that are important to them. Visitors are welcome at any time and relatives told us communication from the service is very good. One relative said the manager regularly telephones with updates and follows up with messages if they cannot be reached. Families report feeling involved and informed about significant events affecting their relatives.

Care & Support — Good

People receive good care and support delivered by staff who know them well and understand their individual needs, preferences and routines. A stable workforce means staff have developed trusting relationships with those they support. Feedback from people, relatives, staff and professionals consistently indicates that care is delivered in a compassionate and person-centred manner. One relative said, *“"Everyone here today was here on day one. You never see a different face”.* Another stated, *"The majority of the staff are still here from when my mother first moved in four years ago."*

Robust admission arrangements are in place to help ensure people's needs can be appropriately met before they move into the service. Information is gathered from health and social care professionals, hospital teams, family members and the individual themselves where possible. This information is used to inform care planning and support staff to understand people's needs from the point of admission. Personal plans cover a wide range of areas and appropriate risk assessments are in place to support staff to provide care safely while promoting people's independence.

Relatives and people living at the home speak positively about the food provided. One person told us, *"The food is good, I can't complain, you can have more or less whatever you want”.* People's dietary needs and risks relating to nutrition are assessed and monitored. Meals are freshly prepared and local suppliers are used where possible.

Medication management arrangements are generally safe. Medication is stored securely and staff administering medicines receive appropriate training and competency assessments. People requiring covert medication have supporting documentation and GP involvement. We identified opportunities to strengthen the medication policy by providing more detailed guidance regarding covert medication, PRN (as required) medicines and homely remedies. Strengthening policy guidance would provide greater assurance that practice remains aligned with current best practice.

People are protected from abuse and neglect through effective safeguarding arrangements. Staff have a clear understanding of safeguarding procedures and can explain how they would respond if concerns arise. Staff receive safeguarding training and staff feel confident that management would take appropriate action if concerns were raised. The service also works closely with health and social care professionals to manage risks and safeguard individuals when concerns arise.

Overall records are up to date and relevant. Recording systems in some areas could be strengthened. While there is evidence of regular day-to-day communication with families, records do not always demonstrate this. The manager acknowledged this and provided assurances that people and relatives would be involved more consistently in documented reviews moving forward. We also identified some inconsistencies in care records and monitoring charts. While these issues have not resulted in adverse outcomes, they limit the service's ability to fully evidence the quality of care provided and evaluate people's progress towards identified goals. The manager immediately

acknowledged these findings and described plans to review documentation systems and provide further guidance to staff regarding record keeping expectations.

Environment — Good

People live in a welcoming and comfortable environment that supports their wellbeing. Bedrooms are personalised with photographs, furniture and possessions that reflect people's lives and interests, creating familiar surroundings. Communal areas, including lounges, a conservatory and accessible gardens, provide opportunities for social interaction, activities and quiet relaxation according to individual preferences. We observed people moving freely around the home and using these spaces confidently and comfortably.

The provider has continued to invest in improving the environment. Recent work has included resurfacing the car park, improving the entrance area and creating a new porch and reception space. Relatives recognised these improvements and spoke positively about the investment. One relative told us, *"It's clear they have spent a lot of money improving the front. It looked quite run down before they did the work."*

The manager described several ongoing environmental improvement projects, including an innovative development designed to enhance the experiences of people living with dementia. Plans are in place to create a train carriage themed experience within an area adjoining the conservatory. The project will utilise visual technology and themed surroundings to allow people to experience virtual journeys and reminiscence opportunities. The proposed development demonstrates creativity and an understanding of the importance of sensory stimulation, meaningful occupation and dementia-friendly design principles.

People have access to appropriate equipment and adaptations to promote safety, mobility and independence. Handrails are provided throughout the home; specialist equipment is available when required and outdoor spaces can be accessed safely depending on staff availability. Environmental safety systems are generally effective, with evidence of routine maintenance, fire safety checks, servicing programmes and Personal Emergency Evacuation Plans being in place. The home is clean and tidy throughout and staff demonstrate good infection prevention and control practices.

Some indoor areas require further attention and upgrading. Parts of the building would benefit from redecoration, several window handles require repair, and the flooring is worn and torn in one place. Additionally, following changes within the domestic team, cleaning schedules are not being followed as consistently as usual, although standards of cleanliness and hygiene remain good. The manager is aware of these issues and provided assurances that they are going to be addressed.

The manager maintains environmental monitoring systems and completes routine checks of the premises. Overall, we found people were living in an environment where health and safety risks were generally identified and managed appropriately.

Leadership & Management — Good

People living at Pen-coed Residential Care Home benefit from a service led by an experienced and visible manager who is well regarded by relatives, staff and professionals. Feedback during the inspection demonstrated a positive culture focused on person-centred care, openness and improving outcomes for people. A relative told us, *“They (manager) is excellent, communication is good"* and another said, *“If there is anything I need to know ‘X’ (manager) will contact me”.*

The manager has a good understanding of the people they support and their health conditions and described initiatives designed to improve wellbeing and promote meaningful outcomes. These include supporting people to achieve personal wishes and maintain community connections through social, cultural and fundraising activities. A relative told us, "X (manager) is excellent, communication is good. If I miss a call from them, they will send me a message. ‘X’ is very knowledgeable about dementia, understands and knows how to manage people".

Care staff speak positively about management support and describe an open and approachable leadership style. One staff member told us, *“I’ve always been supported since I've been here. The door is always open, and ‘x’ (manager) always acts on anything we ask”.*

Governance arrangements are generally effective. Electronic systems are used to monitor audits, training, supervision and operational tasks and will highlight any overdue tasks. The Responsible Individual (RI) also monitors the managers audits and will be made aware of any overdue tasks. Medication audits, environmental checks and other monitoring activities are completed regularly.

Training compliance is strong and supervision and appraisal records show care staff receive ongoing support and opportunities for development to ensure they have the necessary skills and knowledge for their role. Care staff undergo strict vetting processes before they are recruited and are registered with Social Care Wales, their professional body.

Workforce stability is a notable strength, with several staff having worked at the service for many years. Relatives and staff identified consistency of staffing as contributing positively to people's experiences and relationships within the home. However, the service has recently experienced staffing vacancies which has placed additional pressure on staff and management. While people’s care needs continue to be met safely, additional staffing would improve opportunities for one-to-one support and meaningful engagement. The manager confirmed that three new care workers have been successfully recruited, two of whom were already familiar with the service through agency work.

The RI has effective oversight and governance arrangements in place, and the six-monthly reports highlight areas of strength and where improvements can be made to improve the standard of care

and outcomes for people receiving support. Learning from audits, inspections and collaboration across the wider provider group is also used to support continuous improvement. Some policies would benefit from updating to ensure they reflect current guidance and practice.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.