



Lynnefield care home



Lynfield Care Home Ltd, 25 Pembroke Road, Haverfordwest, SA61 1JW



01437766594



www.lynnfield.com

The inspection visits for this service took place between 12/01/2026 and 13/01/2026

Service Information:

Operated by:	Rusev Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Lynnefield is a residential care home located just outside Haverfordwest town.

The ratings for well-being, care & support, environment and leadership and management are all good. This is because people are cared for by a team of staff who are motivated and understand the values of the service around choice and respect meaning they achieve, as far as possible, their well-being outcomes. The service is looking to offer more opportunities for engagement, which would enhance this further. Care and support is good because personal plans are comprehensive and help inform and direct care. This together with the knowledge workers have, mean care and support is person centred. The environment is clean and mostly comfortable with bedrooms being personalised. The Responsible Individual (RI) together with the deputy manager have good oversight of the service and have a focus on quality.

Findings:



Well-being

Good

People live healthily and safely with some control over their lives. Care workers are respectful and friendly; people are able to make choices about some aspects of their care, such as when to go to bed and get up and where to eat their meals and spend their time.

There are some opportunities for people to do things that matter to them but the provider is considering ways to enhance this as whilst some people enjoy spending their time alone or watching television, others feel bored and under stimulated.

People are safe and protected from abuse and neglect because care workers have a good understanding of their safeguarding responsibilities and are confident the manager would take the steps needed to make sure people are safeguarded. Some recent additional security measures have been put in place to further improve safety. Visitors are required to sign in to a visitor's book, so staff know who is in the service at all times and the external doors have coded security locks to reduce the risk of unauthorised entry and exit from the service.

The relationships people have with those caring for them is good. Most people speak highly about the staff team with one relative describing the care staff as "*friendly*" and "*kind*" and another said one individual smiles when they see the staff. Relatives have high levels of confidence in the service with one saying "*I know X is in the best possible care*" and another said they would "*definitely*" recommend the service to others.

The physical environment contributes to some degree to people's well-being. The service is clean and homely but ventilation is poor in one bathroom making it difficult for care workers to spend long periods of time in that room.



People receive the care and support they need. Many people who have made Lynnefield their home were able to visit before moving in to make sure it met their needs. Some people move to Lynnefield for short amount of time following a period of illness and then return home.

Personal plans are comprehensive. Each person has a helpful 'About me' page which sets out what is important and how the individual wants to be supported. There is a very detailed service delivery plan which contains information on the individual's personal history, they assistance they need and information about their day-to-day routines. Risk assessments compliment the personal plans and these are regularly reviewed to make sure they contain the most up to date information. Care workers say they have time to read the documents and find them helpful. Daily entries are generally informative but the language used is not always reflective of person-centred care. Whilst care workers know people well, records are not completed fully. Oral care records do not always demonstrate care and support has been offered in line with the personal plan.

People's physical health needs are met. One person told us "*They (the deputy manager) is always on top of it*" describing how care workers make sure their physical needs are met. A range of health professionals are involved and there are regular visits from the district nurses and diabetic nurses. Assistance is given to make sure people attend for hospital appointments. People's weight is monitored with records showing any changes in people's weight and possible reasons for this. There is enough moving & handling equipment and a visible check showed this to be in good working order.

There are some opportunities for people to do things they enjoy or matter to them. Some people prefer to spend their time in their room whilst others choose to spend time in the communal areas. Records show a range of activities including a visit from a local school at Christmas, visits from local faith groups, Halloween activities and quizzes. Some people and care workers feel there is a lack of activities and engagement, saying "*it's boring*" and "*I just twiddle my thumbs*", whilst others feel there is enough to do, telling us "*There is plenty to do here*". During the inspection we did not observe any engagement or activities taking place other than some students on placement who were playing a game with one individual. A visiting health professional provided some feedback in which they are very complimentary about the care staff but consider more opportunities for activities and engagement would be beneficial. There are two hours a week allocated to a member of the team to offer activities.

People are protected from harm and abuse. Care workers have completed safeguarding training and know their responsibilities. They feel confident to report any concerns they have. They are also confident the manager would take the actions necessary for any concerns raised.

The risk of infection is minimised because of the good hygiene practices. There is a dedicated housekeeper and care workers have some responsibilities for making sure the service is clean. Throughout the inspection most staff were wearing masks as a preventative measure given the increase of flu and other respiratory conditions.



Environment

Good

People live in an environment that meets their needs. The property is a large, detached house with all bedrooms on the ground floor making it easier for people to mobilise through the service.

Some bedrooms have ensuite facilities and most have been personalised with photographs, ornaments and soft furnishings. The service is homely but greater attention to detail and use of colour would enhance the environment.

Parts of the service have been redecorated and there is an ongoing programme of maintenance. Standards of cleanliness are good with staff speaking highly of the housekeeper. However, some staff feel more housekeeping time is needed as they only work three days a week with care workers taking on cleaning duties in addition to their care work at other times.

The temperature throughout the service is very warm and one of the bathrooms is especially an issue for some staff as it is felt that the ventilation is not effective resulting in an unpleasant and difficult working environment. Some people find the temperature in the service to be comfortable but others consider it is too warm.

The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest rating awarded by them. The kitchen appears clean and cupboards are well stocked. There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and there is a choice of meal. Breakfast is flexible with people choosing when and what to have. Most people use the dining room for their meals but people choose where to eat. The staff team are flexible, helping in the kitchen as and when needed to make sure people's nutritional needs are met. Some of the newer care workers are adding greater variety to the menus to further enhance people's experience. People's opinions of the meals vary with one describing it as "*awful*" while others said its "*good*" or "*very good*". Relatives are complimentary about the meals with some saying how people who needed to, have put on some weight since being in the service.

There is some outside space for people to enjoy when the weather permits. The gardens are safe and secure.



Leadership & Management

Good

The Responsible Individual (RI) is also the manager. They are very visible throughout the service and have good oversight. The reports written are detailed and have a focus on quality. The manager is supported by a deputy who is well regarded and respected by people living at the service, colleagues, visiting professionals and representatives. Most people feel able to approach the manager to discuss any ideas or concerns.

Recruitment and selection processes are safe. Staff files are easy to navigate and contain the information needed including references, photographic identification, security checks and any right to work permits. Care workers complete a period of induction where they shadow a more experienced worker before being considered safe and competent to work more independently. Some files would benefit from some organising as they contain old and out of date information. Staff retention is good, with some care workers having been employed for a number of years.

Care workers are appropriately trained. Most are registered with Social Care Wales; the workforce regulator and others have submitted their applications. Some are completing additional training and others have been promoted during the course of their employment. Most care workers are up to date with their training and they feel the training they receive equips them to do their job safely and effectively. However, there are some gaps where refresher training is overdue in some areas. Care workers have completed training in a range of topics including dementia care; challenging behaviour and food safety.

There are some effective governance arrangements in place to monitor quality and this includes a range of audits which show a high level of compliance. These include infection control, call bells, environment and health & safety.

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.*