Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Highgrove Residential Home

Highgrove, Hawthorn Rise, Haverfordwest, SA61 2BA

07976536926

The inspection visits for this service took place between 18/08/2026 and 16/10/2026

Service Information:

Operated by:	Highgrove Residential Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	30
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:

Highgrove House is a residential care home on the outskirts of Haverfordwest. Well-being is rated as good because people receive a service that is highly person centred, that enables them to achieve their health and well-being outcomes. People have developed extremely positive relationships with the familiar and caring staff.

Care and support is rated as good because people receive care and support from a team of dedicated and understanding care workers. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are comfortable and relaxed throughout the home. Improvements have been made to the building, and the provider intends to continue these to enhance people's well-being.

Leadership and management is rated as good because the provider promotes a positive and supportive culture that helps people achieve positive outcomes. Staff described managers as approachable and supportive. Whilst improvements are needed to strengthen recording systems and policy oversight, these had no impact on people's well-being.

Findings:

Well-being — Good

The service ensures people are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. A person who lives at the service told us, "*I'm very happy here, I've been so lucky to find this place".* A visiting representative told us, *"I really look forward to coming here and visiting. The staff are very good, nothing is too much and they really go above and beyond".*

People living at the service benefit from a high standard of food and dining, they are actively involved in choosing what they would like to eat and told us they really enjoy the meals provided. Staff support people to make choices about their meals and respond to their preferences. To ensure fresh food and preferred items are readily available, staff complete shopping regular trips, enabling people to have access to the food they enjoy and supporting a person-centred approach to meal planning.

People have as much control over their day-to-day lives as possible. They are supported to be involved in decisions that affect them, ensuring that their voices are heard. This approach helps people to take charge of their lives with confidence and assurance.

People enjoy taking part in planned activities and there is unrestricted visiting for family and friends. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people's lives.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The service encourages open communication, feedback from people and their representatives ensures every voice is heard. There are effective support systems to ensure any risks are promptly identified and addressed. A representative told us, *"Nothing is too much and they really go above and beyond".*

People live in accommodation that supports them to achieve positive outcomes. The design, layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs.

Care & Support — Good

People are very happy with the care and support they receive from a consistent team of familiar care workers. We observed many warm and friendly interactions during the inspection. A person who lives at the service told us, *"The care here is top notch".*

People experience very good quality care because there is a detailed process before the manager agrees to provide the service. The effective assessments check if the provider can fulfil their needs and personal outcomes alongside people already receiving the service.

People are involved in their personal plans. Their care and support is co-produced between them, their representatives, relevant professionals and care staff. Personal plans are highly individualised and outline how staff should support people to achieve their well-being outcomes. People's plans include their preferences, routines, and beliefs.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

The service works creatively with the staff team to ensure people are offered choices in enjoyable and stimulating activities. People engage in meaningful activities, such as hairdressing, exercise classes, social activities and enjoy watching visiting entertainers. Photographs of people taking part in these activities are shared with family and friends.

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual. A visiting health professional told us, *"The staff are so proactive here, they let us know ASAP rather than waiting".*

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The manager intends to improve audits to ensure consistency of documentation and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to managing and preventing the risk of infection, with clear roles and responsibilities.

Environment — Good

The building is homely and well maintained. The provider has continued to invest in the environment to support people's wellbeing and safety. Recent improvements include the installation of a new fire alarm system, a new boiler and heating system, replacement flooring throughout the home and redecoration of the exterior of the building. Further improvement works are in progress, including re-plastering communal areas, with additional refurbishment plans identified within the service's maintenance programme. These improvements contribute to a comfortable, safe and welcoming environment for people living at the home.

People's views and needs are considered when maintaining the building. Individual rooms are highly personalised, and people decorate them with items of their own furniture, ornaments and equipment. A person who lives at the service told us, *“I can’t imagine anything better than this.”*

People access different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. A care worker told us, *“There are huge amounts of compliments about the atmosphere”.*

Outdoor areas are, safe, accessible, allowing people to spend time outside in the garden in the warmer weather, further promoting their emotional wellbeing.

Safety is a key consideration at the service; people can easily navigate the home and access necessary equipment. The service manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.

Leadership & Management — Good

The provider has quality assurance systems in place, including audits, surveys, Responsible Individual visits and quality review processes. These arrangements support service development; however, further work is required to strengthen the recording systems of governance oversight.

The Responsible Individual (RI) is well known and visits the service regularly to talk with people, their representatives and staff. Feedback from everyone involved is encouraged by them to support assessing the quality of the service and to consider any improvements. People know how they can provide feedback about their experiences of the service.

The RI is also the manager and is well supported by a deputy and senior care workers. They have worked together effectively to create a friendly and caring culture, that enables people to live as well as possible. A care worker told us, *"It's a nice place to work and I feel valued".* People, their representatives and staff have confidence in the managers and can discuss any concerns they have with them.

Care workers describe the leadership as accessible and extremely supportive. They told us, *"Normally if there is a problem I can go straight to a manager."* and *"[RI] is really good at accommodating."* and *"I am 100% supported".* Whilst staff reported receiving regular supervision and feeling well supported, records reviewed were incomplete. The provider intends to strengthen arrangements for recording and monitoring staff supervision and appraisal.

The provider has recruitment and vetting arrangements in place to support the appointment of suitable staff and ensure they are registered with the appropriate professional bodies. However, recruitment files did not consistently contain all required documentation; improvements are needed to strengthen the recording of recruitment and induction. Despite this, staff demonstrated a good understanding of people's needs and reported feeling well supported in their roles.

Overall, people benefit from a service that is led by a committed and approachable management team who have fostered a positive culture and supportive working environment.

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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