



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Sundale



Pembroke



01646661284

The inspection visit took place on 08/09/2025

Service Information:

Operated by:	Shangri-La Chapel Hill Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	2
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Sundale is a small, well run, service that provides residential care and support for up to two adults with a learning disability. The service is based in a residential area near to the town of Pembroke and comprises a bungalow which blends in seamlessly with the local community

The well-being outcomes for people are excellent as they lead happy and very fulfilling lives, supported by extremely committed and dedicated staff that know them very well. People develop and sustain positive relationships within their community and with the people they live alongside. People's health and wellbeing is promoted by having regular access to the wider community through a range of opportunities and activities

Care and support is excellent as people are supported to achieve their personal outcomes by skilled, competent and committed care staff. Care staff are well trained and can communicate with people in a range of ways tailored to them as individuals. People's planning information is strengths

based and outlines how staff should support people. Care staff know people very well and can anticipate their needs and wishes.

The environment is good as people have access to safe, good quality, indoor and outdoor space which impacts positively on their health and wellbeing. There is clear ongoing investment into the service.

The leadership and management are good as leaders are visible, informed and foster a culture of positivity and candour. There are effective quality assurance systems in place driving continuous improvement in the service.

Findings:



Well-being

Excellent

People lead an active lifestyle which promotes their physical and mental well-being. The service supports people to embrace new hobbies and develop their life skills. Care staff develop varied timetables of activities which incorporate people's hobbies and interests and offer structure to those who want it. Shift patterns give people flexibility when planning their days. Care staff encourage people to maintain a suitable diet and cater for their dietary needs. People also receive their medication at the right time to help them stay healthy. Infection risks are reduced as care staff work with people to keep their environment clean and hygienic.

People reside in spacious, homely accommodation that has facilities to support their activities of daily living. People have personalised their private rooms and are content relaxing or socialising with others in communal lounge and dining areas. Managers are passionate about ensuring the environment reflects people's tastes and lifestyles. The garden, which is enclosed and safe for people to access, is well used by people to relax and enjoy themselves.

People's voices are heard. Care staff support people to have as much control over their lives as possible. People decide how to spend their time and are encouraged to contribute their ideas and feelings. Managers meet very regularly with people to speak with them and to explain any changes which might be made within the home. People know the RI extremely well and feel comfortable in their presence. Feedback we received from staff was extremely positive regarding the management team, including the support offered to people and to care staff.

People are protected from harm. The environment is safe and suitably maintained. People are supported by appropriate numbers of staff who have the required skills to meet their care and support needs. The strategies for supporting people are outlined within personal plans, which are reviewed routinely and following any incidents. Care staff are clear about how to deal with safeguarding and whistleblowing concerns. Managers continually look for ways to improve the experiences of those living and working at the home. Care staff feel valued and are proud to work for a service that prioritises people's well-being.



Care & Support

Excellent

The service develops personal plans which identify how care staff can safely meet people's needs and support them to achieve their goals. These plans contain detailed information about people's social and medical histories. The plans are reviewed regularly to ensure they remain relevant. Care staff have a very sound understanding of people's care needs and preferences.

The standard of care and support people receive is excellent. People have positive interactions with care staff and are very happy with the service they receive. Daily records confirm that care staff support people as outlined within personal plans. For example, they prompt people to complete tasks independently and do the things that matter to them. Daily recordings provide a picture of how people spend their days. The service takes a person-centred approach to meal planning and caters for people's individual routines, dietary needs and preferences. People have specific plans to support their physical health and care staff have easy access to guidelines from specialist services. People consistently receive their prescribed medicines, which the service manages safely. Care staff know people extremely well and support them to make healthy choices.

People experience fulfilment in their daily lives. They are encouraged to pursue hobbies and interests which they find fun and rewarding and to take up new ones. Care staff respect people's individuality, tailoring activities to their needs and interests. Care staff describe how they want people to thrive and have the best possible experiences. The manager and care staff meet with people very regularly to help them plan their activities. We found that people had gained skills and confidence by trying new things. The people living in Sundale demonstrate a clear sense of belonging within the home and we saw people relaxing within the home as they used their various entertainment systems. Care staff also support people to plan holidays and breaks of their choosing.



Environment

Good

The accommodation is spacious and appropriately furnished. Bedrooms contain items people value, giving them a sense of identity. There is ample space within communal rooms for people to relax, socialise or complete their preferred leisure activities. The kitchen is homely and provides a natural area for people and staff to gather to carry out activities and chat. The service has an ongoing repair and refurbishment plan which ensures that all areas within the home are maintained to a good standard.

People have easy access to their community. The home provides transport for people to access community activities. People enjoy the enclosed back garden which includes a patio area, lawn and established trees and bushes, with attractive views of the estuary.

The environment is appropriately maintained. Any repairs and upgrades are prioritised and completed promptly. Health and safety checks ensure the environment remains safe. Fire safety equipment is serviced within recommended timescales. Gas and electrical systems are inspected and deemed safe. There are suitable arrangements for storing chemicals.

The home is clean and tidy throughout. Care staff follow cleaning schedules to ensure all communal areas are kept clean.



Leadership & Management

Good

The service is being provided in line with its statement of purpose, a key document that explains what the home sets out to provide and how. There are strong leaders and managers who have fostered a positive culture within the service. The manager is supported by the RI and runs the home with an experienced deputy manager and dedicated staff team. Care staff told us managers value their personal well-being and are open to feedback and transparent about service developments.

The quality of the service is monitored effectively. The RI produces reports on how the service is performing following quality-of-care reviews. The RI is in very regular contact with people living in the home and with the staff who work within it. People and care staff know them well and all staff spoken to said they would not hesitate to approach the RI and the manager if they had concerns about the service.

Sufficient care staff are available to provide care and support to people and to ensure they can participate in any chosen individual activity. Care staff work flexibly to meet the level of one-to-one support people need and to ensure that people experience a variety of fulfilling experiences. The service completes the required recruitment checks before employing new care staff, to ensure they are suitable for the role. This includes a Disclosure and Barring Service (DBS) check, which is renewed every three years. The RI and manager always consider the potential impact which new staff might have on the people living in the home. New care staff are supported to register with Social Care Wales and complete a range of mandatory and specialist training.

Care staff feel motivated and valued in their roles. They told us they very much appreciate the support given to them by the RI and the manager. All staff spoken to said they feel well trained to carry out their roles effectively and that any requests for additional specialist training are met whenever possible. Care staff said they feel they belong to a welcoming, supportive and committed staff team and all staff spoken to confirmed that they very much enjoy their work and feel they make a positive difference to the people they care for and support.

Care staff feel confident expressing their views and ideas. They have opportunities to do this formally and informally. Records confirm that staff receive regular supervision and annual appraisals.

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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