Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care at Home Pembrokeshire

Squirrel House, Parc Y Llyn, Haverfordwest, SA62 5DH

01437 741667

careathomepembrokeshire.com

Date(s) of inspection visit(s): 31/07/2025, 08/08/2025

Service Information:

Operated by:	Van Dyk Healthcare (Dragon) Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

This domiciliary service offers people good care and support in their own home. There have been some recent changes to the management of the service and most people using the service and their families consider the service is improving. Care workers are suitably trained and supervised by a team of motivated workers

People's well-being is good because of the relationships they have formed with the care workers, together with the service being reliable.

There are some effective governance arrangements in place to monitor quality meaning the leadership and management of the service is rated as good.

Findings:



Well-being — Good

People live healthily and safely with some control over their lives. Care workers show a good understanding of the importance of dignity and respect and recognise the privilege and responsibility that goes with working in people's own home. People and their representatives find care workers to be respectful. They are involved, as far as possible, in decisions that affect them.

People are encouraged, where possible, to make choices over aspects of their care and support, with care plans being reviewed with the individual on a regular basis, to reflect any changes in need. They are supported by care workers who are reliable and have formed a bond with those supporting them.

People are safe and protected from abuse and neglect. There are some effective arrangements in place and care workers know their responsibilities in relation to safeguarding. Care workers have safeguarding training and there is a policy to guide workers. Care workers are confident the manager would take any actions needed to make sure people are safeguarded. Any concerns are discussed with the relevant agencies.

People are supported to cultivate safe and healthy relationships. People and their representatives have a high level of confidence in the service and most think the service is improving, rating the care workers and management team highly. Efforts are made to address any concerns or complaints in a timely way to ensure satisfaction.

Care & Support — Good

People receive the care and support they need. Care workers understand the trust placed upon them to work in people's homes. They understand the principles of voice, choice and control and try, as far as possible, to compile care and support plans based on people's preferences as well as their needs. Care workers understand the importance of dignity and respect and, where possible, try to obtain people's permission before carrying out any aspects of care.
Care workers know people well and the good levels of consistency mean relationships are forged. One person described the team as "*like part of my extended family".*
Personal plans are comprehensive and contain helpful information about people's personal and family history. There are some opportunities for the language used to be more person centred in places. Care workers find the records helpful and have time to read them. They are confident they get important information about any changes to people's needs. The plans contain detailed information about personal care, nutrition and mobility. The manager is currently reviewing all personal plans to make sure they are reflective of the individual's needs. Daily entries are a contemporaneous record of the care and support offered and contain the information needed.
People's physical health needs are generally met. Care workers know how to recognise signs of skin pressure damage and how to report any concerns. They are trained in Moving & Handling and if people have been assessed as needing two staff, then this number always attend. However, plans put in place by health professionals are not always adhered to. This was discussed with the manager who put in place a plan to ensure the individual's needs are fully met.

The relationships people have with the care team is good. Some people were keen to single out individual care workers who have made a difference. They were described as "*very special", "great, so kind and nice"* and "*very polite and caring".* People and their relatives are wholly satisfied with the care workers and managers of the service and have a high level of confidence in it.

People are protected from harm and abuse. There is a safeguarding policy document and all staff feel confident to raise any safeguarding concerns with the manager. Care workers are certain they would take any concerns raised seriously and act on them.

People's medication is safely managed. Care workers are trained in the safe administration of medication and administer medication for some people. Records show care workers are assessed to make sure they are competent.

Leadership & Management — Good

People are supported to achieve their outcomes because the provider has some effective organisational arrangements, governance and oversight to ensure smooth operations and so that care is provided to a good standard. There have been some recent changes to the management of the service and almost everyone spoken with, considers the changes to have led to improvements. The manager and her deputies were described as "*approachable".* We were told *"things have improved tremendously"* adding they feel the managers really look after the staff. The manager is supported by two deputies who demonstrate a desire to improve the quality of care for people using the service as well as those close to them.

The responsible individual (RI) has good oversight of the service and offers support to the manager and her team as needed. The RI maintains records of their visits and the recent quality assurance report is detailed and reflective but does not contain all the information needed.

Care workers feel valued and are motivated in their work with people and their relatives appreciating them. People and care workers feel confident about raising any ideas or concerns and are confident they will receive a helpful and timely response.

People are supported by staff who have the necessary expertise, skills and qualifications and the provider supports staff development. The training records show care workers have completed training in a range of areas including moving & handling, food hygiene, challenging behaviour and dementia care. Care workers feel they have the training they need to safely and effectively carry out their duties and relatives consider workers to be skilled.

Recruitment processes are robust. Personnel files are stored securely and contain the information needed, including reference, security checks and an employment history. Files are well organised and easy to navigate. Many of the care workers have been recruited using an agency who are responsible for completing the pre employment checks.

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 2025.
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.