



Martello House



Martello House, Fort Road, Pembroke Dock, SA72 6SX



01646 624600

The inspection visit took place on 17/03/2026

Service Information:

Operated by:	Pembrokeshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	8
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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Martello House is a bespoke reablement care service with the primary function of building people's confidence and independence so that they can return home following a period of illness or hospital stay. People experience excellent well-being in their time in Martello House, where independence, choice, and dignity are central to daily life. Individuals feel listened to, respected, and encouraged to progress at their own pace, supported by personalised plans that reflect their goals and what matters to them. Care and support provided to people is excellent, with thorough pre-admission assessments, person-centred planning, and close collaboration with health and therapy professionals. Staff provide consistent, skilled support, promoting rehabilitation while maintaining strong safeguarding, safe medication practices, and effective infection control.

The environment is good, offering a clean, homely and purpose-built space that supports reablement. Spacious en-suite bedrooms and accessible communal areas promote independence and social engagement, while outdoor spaces and well-maintained safety systems enhance comfort, wellbeing, and daily functioning. Leadership and management is good, with strong governance, regular audits, RI oversight, and a clear focus on continuous improvement. Staff are safely recruited, well trained, and feel supported, contributing to high-quality practice and positive outcomes for people using the service.

Findings:



Well-being

Excellent

People experience excellent well-being by being able to live healthily and safely with control over their lives. The service promotes strong involvement in decision-making and supports individuals to maintain independence at a pace that suits them. People told us they feel listened to, respected, and encouraged rather than pressured, with staff adapting their approach to each person's preferences and communication needs. Personal plans include good quality "about me" information, clear outcomes, and detailed accounts of what matters to each person, demonstrating active involvement in their assessment and care. Individuals consistently describe feeling empowered to make choices, with staff providing information in a way they understand and supporting them to regain confidence and independence in daily living.

People are safe and protected from abuse and neglect, with strong safeguarding processes and clear evidence that people know how to raise concerns and feel comfortable doing so. People reported feeling safe in the service, and staff demonstrate a good awareness of safeguarding procedures. Risk assessments are updated appropriately, particularly as people's mobility and health needs change during reablement. Feedback from individuals and professionals highlighted that staff respond promptly to concerns, communicate effectively with health partners, and ensure that safety is prioritised without restricting independence. The environment is secure and there are robust procedures in place to ensure staff are recruited and vetted safely and are suitably trained to carry out their roles effectively.

People are supported to cultivate safe and healthy relationships. Care staff create a positive, calm environment that encourages people to engage with others, maintain connections, and pursue what matters to them. Individuals described staff as "*kind, approachable*", and "*supportive*", and observations showed warm, respectful interactions. People are encouraged to remain connected with family and professionals, and staff work alongside therapy teams to help individuals regain confidence and participate meaningfully in daily life. The service is also able to provide the Welsh language active offer, with key documents available in Welsh and Welsh-speaking staff or professionals accessed where needed.

People live in accommodation that supports their well-being outcomes, benefitting from a homely, clean, and purpose-built environment that enables safe reablement. Bedrooms are spacious, en-suite, and organised to promote independence, while communal areas and accessible kitchens allow people to practise daily living skills safely. The secure garden offers additional space for wellbeing, and individuals reported feeling comfortable and "at home" within the setting. Environmental checks, maintenance routines, and health and safety systems are robust, with only minor improvements needed. Overall, the environment significantly enhances people's recovery, confidence, and progression toward returning home.



People receive the quality of care and support they need to achieve their personal outcomes. Prior to admission to Martello House, assessments are carried out with people to ensure the service is right for them on their reablement journey. Care and support is planned in genuine consultation with individuals, taking full account of their wishes, any specialist needs and their planned outcomes for their time there. Care files viewed evidence people experience continuity of support, with staff liaising appropriately with relevant professionals and agencies. Staffing rotas and skill-mix information demonstrate that the service deploys suitably trained staff who can meet people's preferred methods of communication, including their chosen language. Feedback from individuals and their relatives further indicates that care is delivered in a consistent, person-centred way that enables people to work towards and achieve the outcomes that matter to them. People are very complimentary about the care and support received in the service, comments included: *"They have encouraged me so much with all aspects of daily living... I'm feeling quite confident to go home again after a long time in hospital"*, *"The staff here are wonderful... they really let me get on with things to get myself better again"*. An involved professional also said: *"it's a very caring, supportive environment that encourages independence and rehabilitation"*.

People are protected from harm and abuse. Robust safeguarding measures are firmly embedded within the service, supported by clear policies, up-to-date training records, and staff who are confident in recognising, responding to, and escalating concerns. Case-tracking and incident reviews demonstrate that staff follow appropriate procedures, such as the ISTUMBLE protocol, (when people have falls) and seek timely advice from health professionals. Safeguarding referrals are made when required. Records show that updates to risk assessments occur when needs change, ensuring that people remain safe as their circumstances evolve. Staff feedback indicates a strong understanding of safeguarding, complaints, and whistleblowing processes, and people using the service consistently report feeling safe, respected, and well supported. A visiting nurse told us: *"staff are always very thorough and seek support early to avoid complications."*

People's medication is safely managed. Medication procedures at Martello House are generally safe and well organised, with weekly quantity audits, appropriate storage in air-conditioned locked cupboards, and consistent temperature monitoring recorded without gaps. MAR charts are handwritten by the service and usually completed correctly. Medication prescribed 'as needed' (PRN) is managed safely with clear administration guidance and reasons recorded. Controlled medications are stored, checked and audited appropriately. Medication changes, GP contacts and incidents are documented, and individuals are supported to self-administer where appropriate following observation and assessment.

People's risk of infection is minimised as there are strong and well-embedded infection control practices in place. The manager conducts monthly observed personal protective equipment and hand hygiene checks. Regular environmental cleanliness audits take place as well as routine laundering of manual handling equipment.



Environment

Good

People live in accommodation that supports their well-being outcomes. The environment at Martello House clearly promotes people's independence, comfort and recovery, with large, accessible bedrooms that include en-suite facilities and space for both rest and rehabilitation. Communal lounges and smaller sitting areas provide options for social interaction or quiet time, allowing people to choose how and where they spend their day. The layout and design of the home support reablement, with accessible kitchens on each side where individuals can safely practise preparing drinks and snacks once assessed as able to do so. The calm, homely atmosphere observed throughout the service contributes positively to people's confidence and emotional well-being, while the secure enclosed garden offers safe outdoor access that supports mobility, nature-based activity and overall wellness. Feedback from people using the service consistently reflects that the environment feels comfortable, homely and conducive to regaining independence. Feedback from people about the environment was very positive with comments like: "*The rooms are nice, it's like home from home.*" And it's a "*Lovely environment.*"

People live in an environment with appropriate and well-maintained facilities. The home is clean, safe and well organised, supported by robust health and safety systems and regular maintenance checks evidenced through monthly audits, repair logs, and routine servicing of key equipment. Statutory checks—including gas safety, electrical certification, fire safety, emergency lighting, water testing, LOLER inspections and PAT testing—are all up to date, with clear documentation showing ongoing monitoring and timely action where required. Bedrooms and communal areas are in good condition, tidy, and free from hazards, and the laundry, kitchen and storage areas are well-maintained and appropriately stocked. Fire drills take place weekly, Personal Emergency Evacuation Plans (PEEP) are in place, and the building remains secure while still promoting dignity and privacy for individuals and visitors. There are good procedures in place for the storage and Control of Substances Hazardous to Health (COSHH) safely. Whilst a small number of minor repairs have been identified, these are already being addressed and do not detract from the overall high standard of the environment, which effectively supports people's safety and well-being.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. People receive clear and comprehensive information about the service, including what the reablement service offers, what to expect day-to-day, practical admission requirements, therapy arrangements, and how independence will be supported. This helps individuals and their families make informed decisions and prepares them well for their stay at the service. The service benefits from robust governance systems, including regular RI visits that provide thorough oversight of staffing, documentation, safety checks and service improvements. Reports relating to these visits show active monitoring of care plans, training, medication arrangements, environmental checks and incident management, with clear follow-up actions identified by leadership. The manager undertakes daily walkarounds, oversees audits in key areas such as health and safety, infection control, medication, COSHH and care documentation, and ensures notifications are submitted in line with requirements. Feedback from people, staff and professionals consistently highlights strong communication, responsiveness and transparency within the service. Policies and procedures are available and up to date, and structured staff and resident meetings provide regular opportunities for feedback and co-production. There is strong evidence of a well-organised service with clear systems that drive continuous improvement and support positive outcomes for individuals.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Staff files viewed demonstrate safe recruitment practices, with appropriate identity checks, DBS records, full employment histories, qualifications and verified references. The training matrix shows high compliance across core and specialist areas, including manual handling, medication, safeguarding, infection control, food safety and dementia awareness, with team leaders also completing leadership and management modules. Medication competencies and observational assessments are in place, and additional training is provided when errors occur to strengthen practice. Staff feedback indicates that most feel well supported, with access to supervision, opportunities for development, and strong teamwork contributing to high-quality care delivery. Professionals visiting the service consistently report that staff are knowledgeable, responsive, and familiar with individuals' needs, providing timely support and raising concerns appropriately. Comments from staff included: *"Very well supported here"*, *"Excellent opportunities to learn and develop."* and *"Lots of training opportunities."* This demonstrates that the service maintains a competent, enthusiastic and skilled workforce capable of meeting people's reablement and care needs safely and effectively.

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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