Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartref Cleddau

Care Home, Fort Road, Pembroke Dock, SA72 6SX

01646621105

https://www.shaw.co.uk/services/7-mental-health/107-surehaven-pembroke-dock?ic=1

The inspection visit took place on 05/06/2026

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	24
Main language(s):	Welsh and 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	Excellent

Summary:

Cartref Cleddau is a nursing home located in Pembroke Dock. It offers specialised nursing care for adults with mental health needs.

Well-being is good. We found people to be safe and happy. Care staff have good relationships with people, relatives and professionals visiting the service.

Care and support are good. People are protected from harm and abuse. Personal plans are good. They provide clear guidance for staff on the care and support needs of people living at the service. People's medication is safely managed.

The environment is good. People have access to a good quality environment and spacious outdoor areas which impacts positively on health and well-being. There is clear ongoing investment into the service.

Leadership and management are excellent. People are placed at the heart of the service by

leaders who are visible role models. The service provider's oversight and governance arrangements foster a strong positive culture that is supportive, inclusive and respectful.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. Most relatives have a high level of confidence in the service and are reassured that people are safe. Relatives and friends are encouraged to visit. We were told by one relative, *"… never had a problem. I can visit at any time."*

People are safe and protected from abuse and neglect. People speak highly of the care staff. One person told us, *"It's nice. I like it here*." Another said*, "The staff are marvellous*." Care staff are knowledgeable, friendly, appropriately trained and care about the individuals living in the service. People's needs and how best to meet these are understood by care staff. Individual requirements and preferences are recorded in personal care records. People are supported to remain as healthy as possible and the service links closely with local health and medical professionals.

People are supported to cultivate safe and healthy relationships. We saw care staff and people engaging at mealtimes. We observed people sitting together socialising throughout the mealtime, which was a calm time for people to enjoy. People are supported to have as much control as possible over their day-to-day lives. People direct their care and support and can voice their opinions on the service. Care staff consistently engage with people making sure they have choice and control regarding any decisions. Peoples risk assessments are detailed and provide clear guidance for care staff to follow.

People live in secure accommodation that supports their well-being outcomes and keeps them safe. There are thorough safeguarding procedures in place which care staff understand and respond to when required. Risk assessments provide clarity and consistent guidance and information to care staff. These adapt and are updated around the needs of people being supported, with care staff having access to ongoing internal and external specialist support. We found care staff to be caring and respectful and told us they are appropriately trained and updated in areas such as moving, handling and medication.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. People are protected from harm and abuse and are supported by highly skilled care staff with an good understanding of their individual needs and preferences. We saw a motivated, experienced team, who were keen to make a significant difference to people's lives. There are thorough risk assessments in place. The service provides appropriate safeguarding training and updates. Policy and procedures are in place and these are followed by the care staff. The service is complimented by activity staff who provides both individualised and group-based activities such as film days, pamper days, seated aerobics, gardening clubs, arts and crafts, baking and walking activities. The service previously had a minibus which is used for various 'outings' in the community and we were told there are plans to replace the minibus with another vehicle for people to enjoy.

Personal plans are good and focus on people's physical, mental health and emotional well-being. Relatives/representatives and people living at the service are involved in personal planning and the regular updates carried out. Personal plans are reviewed by the service manager in a timely manner.

People have access to relevant local health and social care professionals and referrals for specialist advice are made in a timely manner. People's health care is clear, comprehensive and up to date in personal plans and are easy for care staff to understand how best to support people. One visiting professional told us, *"I find them [staff] approachable and knowledgeable. They have a good understanding of peoples care needs***."**

People's medication is safely managed. People are well supported with their health needs and medication is safely administered as prescribed. There are good medication management protocols in place including, secure arrangements for storing, ordering, administering and disposing of medication. Care staff have training in medication management and care staff competency to safely administer medication is regularly assessed. Medication audits we looked at evidenced no concerns in the management of medications and no gaps in medication administration records (MAR).

People's risk of cross infection is minimised. The service is maintained to a good standard and the environment is kept clean and fresh. There are consistent infection prevention and control measures in place. There are good supplies of personal protective equipment (PPE) made available throughout the service. We saw these being used by care staff when required.

Environment

Good

People live in a good environment with appropriate and well-maintained facilities and equipment. The home has twenty-four bedrooms set over two floors. All bedrooms have en-suite bathrooms facilities with showers and lounges available on both floors.

We saw evidence of regular servicing, maintenance and immediate repairs of facilities carried out which ensures the safety and well-being of people. Any environmental issues or concerns are reported and actioned promptly. Specialist equipment such as hoists / mattresses are regularly checked and routinely serviced. Comprehensive health and safety audits are completed to identify and action any issues regarding the environment. There is routine servicing of utilities such as electricity and gas carried out by external contractors. There are appropriate fire safety measures in place including a recent fire risk assessment carried out by a suitably qualified person. All people living at the service have personal emergency evacuation plans (PEEPs) in place and routine fire drills are carried out to ensure people can be evacuated safely, in the event of a fire

Various communal areas throughout the service promotes independence and provides opportunities for private meetings, activities and recreation as well as quiet time if needed. There is a vibrant and homely atmosphere at the home, where visitors are made to feel welcome. Most relatives, friends and visiting professionals all spoke highly on the welcome received and told us, *“The outside is secure and nice, the residents do some gardening”.* The service places great importance on both group and individual activities. People can spend time with others, or quiet time alone in communal areas. We saw some people preferred to spend time in their bedrooms which we saw were personalised with individual’s items and furniture.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has very effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Overall, people have high levels of confidence in the service provider because leaders make sure there is an outstanding positive culture that is supportive, inclusive and respectful. We saw an approachable, accessible, supportive and highly effective leadership and management team in place.

Leaders are visible role models continuing to guide the strategic direction of the service. This is making a significant difference to both people and staff working at the service. People told us: *"It's nice"* and *"I'm very happy here".* Staff told us, *"Amazing you can call management anytime, day or night, always have time for you."* One professional with good knowledge of the service told us, *"Very approachable. [the manager] is responsive to our recommendations".* We spoke to several staff who confirmed there are strong supportive arrangements in place which continues to have a positive impact on staff well-being.

People are supported by staff with the required expertise, skills and qualifications to meet people's care and support needs. People achieve excellent outcomes because the provider has commitment to ensuring high numbers of extremely skilled, trained, supported and knowledgeable care staff are available. The provider actively prioritises and promotes care staff well-being.

We saw an experienced and settled core staff team in place. The service provider has strict choice and vetting processes, as well as very strong induction procedures. All staff are registered with Social Care Wales as required and there are outstanding systems in place to support staff in their roles and future career aspirations. We spoke with several staff members who were being supported through nursing, administration and management training. There are regular team meetings, supervision and annual appraisals. Staff have extensive training and continuous learning based on the needs of people living at the service with additional training when/if required.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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