



# Inspection Report on

**Clayford**

**Haverfordwest**

## **Date Inspection Completed**

12/02/2025

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## About Clayford

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	CARNINGLI TRUST (THE)
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	09 September 2023
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture

### Summary

People receive care and support from a small team of workers who are led by a well-regarded responsible individual (RI) and manager. There are some current changes to the staff team which will offer greater stability. Care workers know people very well and have the skills to meet their individual needs in a person centred and competent way. Care workers have the training they need and have good relationships with health and social care professionals.

The environment is good, with people being able to enjoy time in the service, which is largely personalised, comfortable and in good decorative order. There are some plans to convert some outbuildings into bedrooms, so all bedrooms are on the ground floor. People are involved in these plans as far as possible. People are also able to spend time away from home taking part in activities of their choice, both individually and in groups.

There is very good oversight of the service. The RI is visible and clearly has a very good rapport with the staff team as well as the individuals who have made Clayford their home. People are relaxed with care workers and during the inspection, they showed their affection for them. Relatives and professionals have a lot of confidence in the team, with one describing the team as “*brilliant*” and another said “*I’m really delighted with it*” when describing the service.

## Well-being

The provider takes steps to make sure people are protected from abuse, harm and neglect. Care workers know what they must do if they suspect a person is at risk and they are confident their managers would take the necessary steps to make sure people are properly safeguarded. Care workers have training in safeguarding to ensure they have the most up to date information about their responsibilities.

People's well-being is enhanced because of the physical environment. The service is clean and in good decorative order. Bedrooms are decorated to people's individuals' preferences and are personalised with photographs, ornaments and other things of value to the person. There is space for people to spend time together or on their own if they prefer.

Comprehensive support plans help inform care. Care workers find the records helpful and consider the communication between team members is very good. This means people get person centred care where the focus is on the individual. The relationships people have with those supporting them is very good. Some people do not communicate verbally and care workers have, over time, become skilled at understanding the individuals. The advice of professionals is acted upon and throughout the inspection, we observed some skilled interactions from care workers to reduce the likelihood of people becoming distressed.

People do things that matter to them. This includes time at home, doing craft activities, helping with cleaning and meal preparation as well as resting and watching television. It also includes spending time away from the service doing things they enjoy. Duty rotas are written so people can generally do the things they choose.

There is a strong focus on the recruitment of suitable staff. The staff team is becoming more settled after a period of instability. Care workers are motivated and feel both valued and supported. They enjoy their work and are motivated to provide people with good quality and person-centred care. One care worker said "*I love it... I have my purpose back*" and another said "*I love it. It's like a family*" when describing their work. Once recruited, care workers have a period of induction followed by a probationary period to make sure they have the right skills and aptitude for the job. During the course of their work, they meet with a manager regularly and also feel able to talk about any ideas or concerns as they arise.

## Care and Support

People appear very happy with the care and support they receive. Interactions are friendly, supportive and show a rapport and understanding of people's needs has been built. Some people communicate verbally whilst others have their own bespoke methods of communicating and care workers have a very good knowledge of each person and how they communicate their emotions and wishes.

Support plans are comprehensive and are used to inform and direct care. There are support plans and risk assessments for a range of areas including choice & control; being physically & mentally happy and having a good home. There is a helpful and detailed profile which sets out clearly 'what people like and admire about me; what's important to me and how best to support me'.

Care workers have time to read the support plans and daily records and find them helpful. The RI puts a big emphasis on voice, choice and control and support plans reflect these values, setting out how respect is to be shown for people in the way care and support is offered. The records show people are involved in the care planning process.

People can do things that matter to them. This includes helping out at home, either doing laundry, cleaning or meal preparation and also spending time in the local area going shopping or taking part in a range of activities of their choice. These include swimming, going to local beaches and taking part in groups where people join in for craft sessions, discos and other social activities. People have been assessed as needing one to one support and the rotas demonstrate staffing levels are generally maintained to accommodate this. Care and support is not rushed and workers encourage people to remain as independent as possible. Because of the high staffing levels, care workers can respond to people's needs promptly and we saw staff responding to help an individual to manage their anxiety. Staffing levels are reduced at weekends meaning people may not always be able to do things of their choice away from the service, but this does not appear to have any adverse impact on people as they enjoy spending the day at home.

There is a good focus on people's physical health needs. Routine health appointments are made and there is good communication with other professionals. Where necessary, assessments are carried out to make sure that where people are not able to give informed consent, that any investigations and treatment are carried out in the individual's best interests and within the correct legal framework. People's weight is monitored and they are supported to lose weight where required, recognising the right of people to make choices. Medication is reviewed in a timely way.

There is a good understanding of the importance of good nutrition. Meals are made using fresh ingredients and people are involved in planning both menus and meals. Kitchen cupboards are well stocked and care workers are satisfied with the quality of the

ingredients. Care workers have a good knowledge of people's likes and dislikes and their choices are respected. The kitchen is a sociable place where people spend a lot of time.

## Environment

People live in a service which is suitable for their needs. Standards of cleanliness throughout are very good and people have some responsibilities for keeping their home clean and tidy.

Bedrooms are personalised with people's choice of colours for the decoration and soft furnishings.

There is a main lounge as well as a smaller lounge area where people can spend their time with others. The kitchen is large and well equipped and offers people a sociable place to spend time.

There are plans to convert an annex into bedrooms meaning people will have their bedrooms on the ground floor. The purpose of this is to be better able to support people in case their needs change and their mobility reduces.

The grounds are extensive and offer people opportunities to spend time outside. There is a large summer house as well as a large patio area. Some of the fencing blew down in the recent storms but this does not impact on people's safety and privacy.

There are processes in place to make sure equipment and services are checked and in good working order.

## Leadership and Management

The RI has very good oversight of the service and spends a lot of time there. They know the people and the staff team very well and often contribute to people's care and support. The manager and support workers will soon be joined by a recently appointed deputy. In the last year, there have been some changes to the management of the service which have been unsettling but there is now greater stability and care workers feel both valued and appreciated.

There is a Board of Trustees made up of people with an interest in the service. They have responsibilities to visit and monitor quality. There are some effective processes in place to monitor quality. The manager completes a workbook which is a record of a range of checks completed. These include staff management, health & safety, support plans and medication. The records show a high level of compliance. The Quality-of-Care report is comprehensive and reflective.

Care workers are appointed following a safe recruitment process. Staff files contain the information needed, including proof of identification, references, security checks and a full employment history. Files are well organised and easy to navigate.

There is a good focus on training. Care workers feel they have the training they need to carry out their duties safely and effectively. Training is offered both as face to face and online. Competency assessments are carried out to test care workers knowledge and understanding. The training matrix shows most training is up to date and sets out clearly how long training is valid for.

Care workers told us they get feedback on their work. They are told the areas they are doing well and those where improvements could be made. Care workers are receptive to this feedback and see it as a way to improve the quality of their work. The matrix shows most care workers are being offered supervision in line with the required time frames and they receive more informal supervision on a day-to-day basis where they can discuss any ideas and areas of concern with their colleagues and/or manager.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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