



Pembroke House Nursing Home



Pembroke House Nursing Home, 18 Coed Pella Road, Colwyn Bay, LL29 7BB



01492533484



www.pembrokecarehomes.co.uk

Date(s) of inspection
visit(s): 25 September 2025

The inspection visit took place on 25/09/2025

Service Information:

Operated by:	PEMBROKE NURSING HOMES LTD
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:	23
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People are well supported in Pembroke house and receive the assistance they require. People are offered a range of activities and effort is made to include everyone living in the home. Personal plans include a good level of detail to instruct care staff and nurses regarding people's care needs. People are encouraged to maintain their independence where they are able and enabled to achieve their desired outcomes. People can access health care advice and appointments in a timely way to help them to be as healthy as possible. The rating for well-being for people in the home is good.

People are supported by nurses and care staff who can access training and supervision to enable good practice. Staff are safely recruited, and people benefit from continuity of care provided by a familiar staff group. We saw nurses and care staff are friendly and treat people with dignity and respect. The rating for care and support for people in the home is good.

People are happy with their rooms and can personalise them to make them homely. The home is undergoing maintenance and redecoration throughout to provide a fresh, updated environment for

people. This is work in progress. The home has updated risk assessments in place to ensure people's health and safety. The rating for the environment in the home is good.

The Responsible Individual (RI) visits the home as per the requirements of the regulations to ensure good quality standards in the home. Senior staff feel supported by the RI. Care staff feel well supported and say that senior staff are approachable and helpful. The rating for care and support in the home is good.

Findings:



Well-being

Good

The rating for well-being in the home is good because people feel they have a voice regarding their care and daily lives. People can choose what to do with their day and have varied meal choices. People are offered a selection of activities according to their personal preferences. We saw people having a manicure and a person having a birthday celebration on the day of inspection. Families praised the care in the home and say they are welcomed by staff. We saw people can have visitors as they want and witnessed a good rapport between care staff, nurses and visitors. People's personal plans include details of their personal history, their likes and dislikes and people and dates of importance to them.

People's personal plans evidenced people receive holistic care from nurses and care staff who are trained and supported to enable good care standards. We saw people are supported to be as independent as they are able and to make personal choices. Nurses and care staff are responsive to people's needs, and we observed a positive lunch time experience where people received the assistance required and we heard chatting and laughter. People ate the food provided, often with appropriate assistance, and said it was good.

The service has procedures in place to safeguard the people living there. Nurses and care staff receive safeguarding training and are supported with updated policies and protocols to follow in the event of a concern. Staff spoken with are aware of local safeguarding procedures and how to access local authority teams to ensure people's safety. Nurses and care staff said they can approach senior staff if they have any concerns regarding people's care.

People live in a home which is mindful of their health and safety. The home is being renovated to ensure people can enjoy a fresh and dignified environment. People can choose the décor in their rooms and bring in familiar items to enable them to feel at home. Work is also planned on outside spaces so that people can sit out in good weather.



Care & Support

Good

The rating for care and support is good as people receive appropriate care which is given in a sensitive manner. The home operates an electronic care recording system which can be updated by nurses and care staff as they give care to ensure it is contemporary. The system flags up when care plans and risk assessments need to be updated to ensure they remain relevant to the person's care. People's preferences and history are also recorded to enable person centred care. Daily and nightly records are kept in a clear, easy to read way and the records are organised and easy to navigate. Health care visits and appointments are carefully recorded as are any changes to the person's care.

People's health needs are carefully monitored, and they can access health care advice in a timely manner. People are consulted regarding their care and family input is also welcomed. Nurses and care staff offer sensitive care and demonstrate a respectful attitude towards people. People's nutritional needs and weight is monitored, and people can access drinks and snacks as needed. People have activities and conversations to stimulate their memory and encourage socialisation. People can have optician; dental and chiropody along with other healthcare appointments as required and can access hairdressing services.

Medicine administration and storage practices are good in the home. There is a good audit system for medicines entering and leaving the home. Medicines are stored in a secure way, and the temperature of the room and medicines fridge is monitored daily to ensure they are stored in an optimal way. People are given their medicines individually and nurses sign for them when they see they have been taken. Nurses receive medicine administration refresher training to ensure their knowledge is up to date and to enable good practice.

There are good safeguarding practices in the home to guard against neglect and abuse. Care plans are regularly audited to ensure good care standards. Staff receive safeguarding training and are aware how to report any incidents or practices of concern. Senior staff report appropriate concerns to Care Inspectorate Wales (CIW) and other relevant authorities. Accidents and incidents are recorded and appropriate actions taken.



Environment

Good

The rating for the environment in the home is good as people live in a home which is mindful of their health and safety. The home presents as clean and tidy. Walkways and fire exits are kept clear of obstacles and trip hazards. People can choose to spend time in their room or there are lounge areas available to socialise, eat meals in and receive visitors. The home is an older building which is in the process of being renovated inside and out for people's comfort and enjoyment. We saw some improvements have already been completed. People can have a say in the décor of their room and can personalise them. There are appropriate facilities in the home and people are happy with the laundry service provided. The food hygiene rating for the home is five, this is the highest rating possible. People can access the equipment needed for their safe care; this is well maintained and serviced to ensure their safety.

Health and safety checks and assessments are in place and up to date to enable people's safety. Utility checks and certificates are in place for water, gas and electricity. Weekly fire alarm checks are conducted, and staff are trained regarding evacuating people in the event of a fire. People have personalised personal emergency evacuation plans (PEEPs), to ensure their safe evacuation in the event of an emergency. There is a maintenance person employed to ensure the upkeep and maintenance of the home. Housekeeping staff are employed to ensure the home is clean and has good infection control. Entrances to the home are locked and people sign in and out for accountability and a record in the event of a fire or emergency of any extra people within the home.



Leadership & Management

Good

The rating for leadership and management is good as the provider has good governance arrangements in place to ensure the smooth running of the service. The RI visits regularly and considers the views of residents, family and staff regarding the service. The RI provides a quality report regarding the home in line with the requirements of the legislation, the RI considers people's well-being, the care and support provided, environmental needs and maintenance and managerial issues such as staffing requirements, training and supervision. The manager feels well supported by the RI and can access training required for their role. Service audits conducted by senior staff are discussed with the RI and any actions to be taken to maintain good care standards. People can access an assessment, and information regarding the service prior to using the service. This information is frequently reviewed to ensure its accuracy.

Care staff and nurses are safely recruited. We saw from staff records that employment checks are in place and in date to ensure they are appropriate to work with vulnerable adults. Checks are made to ensure nurses and care staff are qualified and registered with the relevant governing body. Staff receive regular training and supervision suitable for their role. Care staff and nurses said they are happy working in the home and that senior staff are available and approachable. A care worker said, *"I am very happy working here, we treat people like our own family"*. The service retains good numbers of staff to ensure continuity of care for people.

The provider invests in the home; we saw ongoing improvements are being made to the environment. People are offered meals made with fresh ingredients and can access snacks and drinks as required. Staff are safely recruited, and investment is made in suitable training. Equipment is replaced as required as are soft furnishings, towels and bedding.

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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