



Pembroke Lodge Nursing Home



Pembroke Lodge, 3 Pwllcrochan Avenue, Colwyn Bay, LL29 7DA



01492533805



www.pembrokecarehomes.co.uk

The inspection visit took place on 16/01/2026 16 January 2026.

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:	21
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 Lodge and receive consistent care from a stable staff group. The rating for well-being in the home is “good” as people have a voice and choices in their care. People can access activities and socialisation and are supported to stay in touch with family and friends.

People receive care which is planned according to their individual needs. The rating for care and support is “good” as people have good health monitoring and can access health care advice in a timely manner. Medicine processes are sound and are regularly audited. Accidents and incidents are appropriately reported to Care Inspectorate Wales (CIW), and local authorities. Processes are put in place to mitigate further risks.

The environment in the home is rated as “good”. This is because maintenance work has been carried out, and is ongoing, to improve the environment for people’s comfort and safety. Safety checks are in place to ensure people’s health and safety and to ensure equipment used for people’s care is safe to use.

The Responsible Individual, (RI) visits the home regularly to ensure good standards are maintained. Leadership and management are rated as “good” for Pembroke Lodge as there is good

managerial oversight of the service. Care staff and nurses feel supported and receive training and supervision in line with the regulations.

Findings:



Well-being

Good

People's rights are protected in the home as they have a voice and daily choices. Personal plans show evidence of person-centred care. People's personal choices and preferred routines are carefully recorded. Personal plans are on a PC system and are kept up to date, staff can input care as they give it making it a contemporary record. People can access certain activities and entertainment to provide them with socialisation and stimulation. Risk assessments are in place for each person and are kept up to date to mitigate risks and keep people safe. Care staff and nurses are up to date with safeguarding training and are aware of local protocols to protect people from abuse and neglect. Menus seen demonstrate choice and variety. We saw people can access regular snacks and drinks. A pictorial menu is on the dining room wall to aid people with their selections. We observed people were up and dressed in the lounge and were attended to by staff. People and staff have a good rapport, and people are treated with dignity and respect. People can go out and about with assistance. People are enabled to remain in touch with friends and family. They can sit outside in good weather as the grounds of the home are regularly maintained. People's first language choices and day to day preferences are recorded in their personal plans. We saw positive responses to the RI's quality of care survey from families with comments such as, "*great care*" and "*my family are very grateful for the care given.*" We saw the provider has improved the environment in the 3 years since they purchased the home, this is an ongoing process. The rooms seen were compliant to regulations, clean, and people can personalise them if they wish. Health and safety safeguards are in place.



Care & Support

Good

People receive care which is planned according to their individual needs. Senior staff assess people prior to admission into the home to ensure the home can meet their needs and objectives. Personal plans show good health monitoring and people can access health appointments in a timely way. Plans are updated regularly and as people's conditions change. People's communication needs are recorded including any sensory needs such as hearing aids and first language choices. People's preferred outcomes and routines are recorded including how these are to be met. Specialist needs are also recorded in Personal Emergency Evacuation Plans (PEEPs), to ensure people's safety. Core risk assessments are made, and regularly updated, to enable people's health and safety.

People experience continuity in their care. The home has a full complement of staff and rarely uses agency staff meaning care staff, nurses and people know each other well. We observed care staff and nurses can anticipate people's needs and deliver care sensitively. The service is working towards the Welsh language offer. Methods of offering reassurance to alleviate anxiety are included in personal plans to ensure people can access care appropriate to their needs.

The service works well with local authorities and CIW. Quality markers such as falls are audited to ensure good standards and mitigate risks. The service reports falls, incidents and anything which disrupts the smooth running of the service appropriately to CIW and local authorities.

There are good systems for storing and administering medications in the home. Medicines are audited to ensure good practice. The service can access good stocks of prescribed medications for people in a timely manner.



Environment

Good

People live in an environment which meets their needs and objectives. Work has been completed to improve the home, which is ongoing. The hygiene rating for the kitchen has gone from 1 to 4 due to staff's diligent work and new fridges and equipment have been purchased for the kitchen. Staff receive training in food hygiene in line with legislation. Health and safety risk assessments are in place and are updated regularly. People can access the equipment needed for their care. The lift and equipment used for care are regularly serviced. Utility certificates and home insurance are in date. The home presents as clean and tidy and walkways and fire exits are free from obstructions. People's rooms are compliant to the regulations and can be personalised. Fire bells are tested weekly and staff receive training to evacuate people safely. We saw the trees in the car park have been pruned back and there are areas for people to sit out in good weather. 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. There are car parking areas to the front of the home with sufficient space for ambulances if required.



Leadership & Management

Good

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 have information regarding the service prior to using the service, this information is frequently reviewed to ensure its accuracy.

Nurses and care staff are safely recruited. We saw from staff records appropriate employment checks are in place and in date to ensure they are appropriate to work with adults at risk. Checks are made to ensure nurses and care staff are qualified and registered with the relevant governing body. Care staff and nurses receive regular training and supervision suitable for their role. Staff said they are happy working in the home and senior staff are available and approachable. A nurse told us, "*I love it here,*" and told us there is a link nurse for training and external trainers who come into the home who are interesting. The service retains good numbers of staff to ensure continuity of care for people.

The provider invests in the home; the building and grounds are maintained to a good standard to provide dignified surroundings for people. 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 appropriate 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.

Welsh Government © Crown copyright 2026.

*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.*