Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plasgwyn Nursing Home

Plasgwyn Nursing Home, Pentrefelin, Criccieth, LL52 0PT

01766522559

www.cariadcarehomes.com

The inspection visit took place on 02/04/2026

Service Information:

Operated by:	Cariad Care Homes Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	38
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Plasgwyn Nursing Home provides a good standard of care in line with legislation People living in the home experience positive outcomes across well-being, care and support, the environment, and leadership and management.

People are supported to maintain their well-being through respectful relationships, opportunities for meaningful activity, strong connections with family, friends, and the local community. Feedback from people and their families is consistently positive, reflecting kindness, dignity and compassion in care delivery.

Care and support are well planned, person-centered and responsive to individual needs. Staff understand people's preferences, enable good risk management and provide safe, consistent care. Medication systems and safeguarding arrangements are effective.

The environment is clean, safe and well maintained, supporting people's comfort and independence. Ongoing improvements and regular safety checks ensure the

home remains suitable.

Leadership and management are strong, with effective governance, regular audits and a stable, skilled workforce. The provider demonstrates oversight and a commitment to continuous improvement.

Overall, the service is well run, and people receive good quality care in a supportive, homely environment.

Findings:

Well-being — Good

People at Plasgwyn Nursing Home experience good well-being outcomes and are supported to live meaningful lives. We observed people are relaxed and comfortable, with staff interacting in a warm, respectful, and person-centered manner. Staff consistently offer choices and communicate in ways that meet people's needs, including in Welsh, which supports identity and inclusion. One person told us, "*Dwi'n hapus yma*" meaning they are happy in the home, and another said, "Mae'r *bwyd yn dda",* meaning the food is good.

People have opportunities to take part in activities which reflect their interests. Care staff ensure people remain engaged through walks, music and crafts. Entertainers often visit which people appreciate and enjoy. There are links with community groups and schools which enable people to remain a part of the local community. Seasonal events, such as Easter celebrations, further promote social inclusion.

People maintain meaningful relationships. We observed visitors throughout the inspection, including a family member visiting with a pet dog. This supports emotional well-being and connections with loved ones. Families spoke highly of the service, stating "*He could not have had better care… simply wonderful"* and *"Could not be more helpful, all staff encountered were kind."*

Staff promote dignity and respect, particularly at end of life, where compassionate practices are embedded. Feedback included "*Dignity right to the very end*" and "*Exceptional care and compassion."* People are supported to be safe and have their rights respected, care staff are aware of local safeguarding procedures to protect people from neglect and harm.

People can personalise their rooms and make choices about daily routines, food and activities. Improvements to menu choice have been implemented, people reported having choices at mealtimes, this was reflected in printed menus and diary notes. People spoken with said they are happy with the food and choices available to them.

Care & Support — Good

People receive good quality care and support tailored to their individual needs. Personal plans are detailed, regularly reviewed, and reflect people's preferences, needs, and risks. A good pen picture of the person is included with their preferred routines. Plans include clear goals, risk assessments and guidance for care staff, supporting consistent care delivery.

Care records are comprehensive and person-centered. Information about people's life histories, preferences, and communication needs are clearly recorded. Care plans include monitoring of nutrition and hydration, falls risk management and mental capacity assessments where required. Risk assessments are included in people's personal plans and are regularly reviewed to mitigate risks and keep people safe.

Where people lack capacity, appropriate Deprivation of Liberty Safeguards (DoLS) are in place to protect their rights. Advocacy services are available to ensure people's voices are heard. Steps are taken to protect people's rights where appropriate. The service operates in a transparent manner, communicating well with local authorities and Care Inspectorate Wales (CIW).

Healthcare needs are well managed, with regular reviews and timely referrals to health care professionals such as dietitians when required. People at risk of weight loss are closely monitored and supported with fortified diets.

Medication is managed safely through an electronic system, with robust processes for administration, recording, and auditing. Controlled drugs are handled appropriately with checks in place to minimise errors.

People benefit from continuity of care, as staffing levels are stable, and key workers are allocated to people.Retention of staff is good and people receive care from care staff who are familiar to them.Care staff use electronic devices to record care in real time, supporting accurate and up-to-date records.

Feedback from families reflects high standards, including "*The person's personal hygiene was dealt with to perfection"* and *"Means a great deal they are so well looked after."*

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Environment

Good

People live in a clean, safe, and comfortable environment that supports their well-being and independence. The home is well maintained, with evidence of ongoing investment, including redecorated lounges and refreshed communal areas.

Bedrooms are personalised, clean and well equipped, with call bells, appropriate furniture and personal items reflecting individual preferences. Communal areas are welcoming and decorated in a seasonal manner, contributing to a homely atmosphere.

Health and safety systems are robust. Regular checks of fire alarms, emergency lighting and equipment are carried out, and personal emergency evacuation plans (PEEPs) are in place to ensure people can be evacuated safely if needed. Certification for gas safety, legionella and insurance is current as are all certificates for utility checks and safety.

The kitchen is well managed, with a food hygiene rating of 5, demonstrating high standards of cleanliness and food safety. People have access to nutritious meals and snacks, with improved processes for gathering feedback on menu choices.

Equipment such as hoists are regularly serviced, and maintenance systems ensure issues are addressed promptly. Corridors are clear and accessible, ensuring people can walk safely without encountering obstacles.

Leadership & Management — Good

Plasgwyn Nursing Home benefits from effective leadership and governance. The manager is well supported, and able to access resources needed to meet people's needs. Systems are in place to monitor quality, including audits, supervision, and regular reports. These findings are discussed amongst senior staff and are communicated to care staff to enable good practice and continually improving standards of care.

The responsible individual maintains oversight through regular visits to the home and produces reports in line with legislation, which include feedback from people, families, and staff. This supports continuous improvement and accountability.

Care staff are well trained and supported. Training records show staff receive ongoing development, and competency assessments are completed regularly. Staff spoke positively about the service, with one stating "M*ae'n dda yma, mae pobl yn cael gofal da ac yn hapus* "meaning the service is good, people have good care and are happy, and another reporting *"everything is going well*."

Care staff levels are stable, supporting continuity of care. Recruitment practices are safe, with appropriate checks in place. Long-standing staff contribute to a consistent and experienced workforce.

Policies and procedures are in place to guide practice, including safeguarding, complaints, and data protection. These are regularly reviewed to ensure they remain relevant. Safeguarding concerns are managed appropriately, demonstrating adherence to procedures.

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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