



Plas Mona Residential Care Home



Ffordd Penmynydd, Llanfairpwllgwyngyll, LL61 5EX



01248714869

Date(s) of inspection visit(s): The inspection visit took place on 28/08/2025

Service Information:

Operated by:	Isle of Anglesey County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	29
Main language(s):	Welsh
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

People experience excellent outcomes due to the superb oversight and quality of care at Plas Mona.

'Well-being' is rated 'excellent' because people are supported to be as independent as possible through positive risk management. People are engaged in meaningful activities supporting their overall wellbeing. There is an exceptionally warm and welcoming atmosphere due to the management and positive engagement of all staff members.

'Care and support' are rated as 'excellent' because, without exception, people's plan of care is delivered to good effect and there are exceptional measures taken to prevent development or escalation of health issues.

'Environment' is rated as 'excellent' because the home is safe, secure and beautifully presented. There are robust systems in place to check and maintain the building and equipment. Though some spaces are limited, this is well-managed. People have independent access to the local community if safe to do so.

'Leadership and management' are rated as 'excellent' because the service provider has consistently superb oversight and is supportive of the management. The management of the service is outstanding and highly effective, ensuring people's positive outcomes are a focus to everything.

Findings:



Well-being

Excellent

The service extensively supports people to live well and achieve their outcomes. Without exception, people or their families told us the service is outstanding in supporting people with their health needs. One person told us "*Mae nhw'n ofalus iawn ohono ni*," explaining how the service takes great care to monitor and address any health issues. One person explained their need to have oxygen provided and told us there was never an issue with this. Another person told us they manage their own medication, which they still feel able to do. Many people told us of the prompt action to involve the GP if there was any sign of an issue, with one person saying, "*You only have to cough, and they arrange the doctor.*" Others told us how they see the optician and chiropodist as part of routine health monitoring. One family told us how they feel comfortable going away on holiday as they are contacted immediately if there are any issues, but they are reassured as the service has already taken action to address any matters. People have the help and support they need in a timely manner and people told us, "*The manager comes every morning to see all of us.*" People enjoy a healthy diet, and mealtimes are a highlight. One person told us "*The food is excellent, hotel standard. There's always alternatives and plenty of choice.*"

The management actively listens to people and promotes positive risk taking, independence and well-being. Risks are considered but people are supported to stay safe. One person told us "*I don't feel imprisoned, I'm independent, I can go and come as I want.*" Others may be monitored more carefully for their safety but supported to access the community. There are regular meetings and people and families are encouraged to attend to help identify how they would like the service to develop. Without exception, we were told how the manager runs the home with consideration of people and their wishes. One person told us "*Everything filters down from the manager,*" highly praising their oversight and responsiveness. People are supported to do what they want and to be presented as they would wish. One person told us they prefer to eat in their own room, saying, "*Rwy'n hoffi bwyta yn fy ystafell.*" Another person told us they like to look nice, saying "*I like to choose my own clothes, and they're always cleaned.*" They also see the hairdresser regularly. There is an extensive programme of well-being activities, with celebration of the Welsh culture and language throughout these. People enjoy intergenerational visits from local school and nursery children. When people feel anxious about communal gatherings, they are encouraged and supported to come to watch, with no pressure to take part. All staff support people's well-being through respectful interactions and genuine care. One person told us "*Staff genuinely enjoy everyone's company,*" and "*The whole atmosphere here is lovely – it just cannot be improved.*"



The service is ensuring detailed information is gathered to inform the outstanding personal plans. Managers meet with the person or their family to understand how they would like care and support delivered. Information from other sources, including a medical history, is gathered to ensure the service can fully meet the person's needs. Exceptionally well presented and detailed personal plans are written, giving a pen picture of the person, their likes, dislikes and plan of care. These are strength based, focussing on what the person can do for themselves, and highly person centred. The plans are provided in the person's preferred choice of language, with many people's first language being Welsh. Care plans inform care workers how best to support the person. The service keeps everything under review, involving the person or their family as required.

There is a proactive approach to people's care to promote people's health. The service has good links with health professionals, including GPs and district nurses. The management ensures care workers have a good understanding of preventative measures, including provision of good oral hygiene, and pressure relief to promote good skin care. There are routine audits of, for example, people's weights, to indicate any underlying health matters. The service has a 'food first' approach to prevent malnutrition, with fortified foods readily available. There is plenty of encouragement through home baked, tempting meals and snacks. Care workers and management know people well and can identify when they require support from external health professionals. They act promptly to prevent any issues escalating. The service supports people living with dementia. When people are unable to verbalise health problems, the care workers understand alternative forms of communication and quickly escalate any concerns. There is excellent communication with family members to help keep them informed of health issues and to assist in decision making. When appropriate, people are referred to the deprivation of liberty safeguarding authorities and have independent advocates to ensure their voice is heard. Families confirmed this is arranged.

Medication systems are robust and there are strong infection control measures. We observed medication administration completed correctly, and good records maintained. We are told the manager will undertake medication administration from time to time to ensure they maintain their understanding of people's needs and barriers to effective medication administration. We saw detailed audits informing management of any issues which are quickly addressed. People are encouraged to maintain their independence with medication administration if this is safe to do so. They have assistance with their stock levels if required. There is plenty of personal protective equipment, and we saw this being worn appropriately to support people with personal care.



Environment

Excellent

People live in an environment that meets their needs. The home is immaculately presented with decor and flooring of high quality. Most bedrooms have been refurbished and are tastefully decorated with wallpaper feature walls, creating a homely feel. The level access, single storey building has sufficient space for people to move around. Care workers assist with careful storage of equipment such as wheelchairs, to prevent congestion and trip hazards. We saw people enjoying the communal areas for dining, entertainment and activities, spending time with visitors or relaxing in the cosy atmosphere. A front facing conservatory allows people to see visitors and people passing by, with many enjoying 'people-watching.' One area of the home is kept safe with use of key-coded lock to safeguard people. There is adequate signage around the home to orientate people, and people's bedrooms have a 'front door' finish, helping with identification and personalisation of people's rooms. People have small items of furniture and things of personal value in their rooms to help them feel comfortable in their surroundings. There is enough equipment to meet people's needs.

The provider ensures people can access and enjoy outdoor spaces. People can easily access the outdoor spaces, and though these are limited, the provider has supported their development. One area is secure but has furniture, access to shade, and raised planting beds. We saw evidence of people involved in planting and we were told how some enjoy drinks and meals in the garden in warmer weather. Some people who are able, can access the local community easily, and others are supported to do so. Families are encouraged to visit, and many support their relatives to go into the nearby community or further afield. The manager has endeavoured to source permanent transport for the service to support trips, but funding for this is currently challenging. They ensure alternatives are provided, for example, bringing entertainment and groups into the home.

The home has superb systems in place to ensure the building and equipment are clean, well-maintained and safe. Management of the environment, including checking and testing of the building, services and equipment, is highly organised. Risk assessments are in place showing the provider has considered people's safety with regards to fire, legionella, health, and safety. These are kept under review. All required checks around the environment are routinely completed, including robust fire drills. Equipment is checked, and when there are signs of wear, action is taken. One person told us they had recently had the rubber ferrules on their Zimmer frame changed. The kitchen meets the highest standard of inspection by the Food Standards Agency. Visitors are required to sign into the home, and there is monitoring of the entrance to help keep people safe.



The service provider has competent and effective leaders who foster a highly supportive, inclusive and respectful culture, while maintaining exceptional oversight of the service. The responsible individual (RI) visits the service, considers the quality of care being provided and completes relevant reports. These are detailed and show the continual consideration of how the service can improve. People and staff are consulted to inform service development. All required documentation is available in both English and Welsh, including a 'statement of purpose,' to let people know what to expect from the service. The RI is supportive of the manager. An exceptionally experienced, passionate, dedicated and knowledgeable manager promotes equality and respect. They in turn are highly respected. They are organised and efficient but have time to listen and provide support for everyone. One family told us "*The manager is exceedingly approachable and informative,*" and one care worker told us, "*We have a good manager, she is fair, always there for you, 24/7. She sees potential and encourages you.*" All aspects of the service operation are run smoothly, with documents providing excellent evidence of this.

People achieve excellent outcomes because there are a high number of familiar, well trained and competent care workers on shift always. Most care workers hold a qualification in social care. Others are encouraged, and adaptations arranged to support anyone with barriers to learning. One staff member told us how they enjoy the face-to-face training, and though they are not confident with technology, they have support to learn as the home has a quiet area with a computer, and they get help if needed. Care workers tell us "*We are never short of staff,*" and people and their families tell us there are enough staff. One person said, "*There's plenty of staff. I ring the bell, anytime, day or night, they always come.*" Care workers support each other, providing continuity of care for people if one colleague is absent.

The provider has very strong employment systems to ensure staff are fit to work in care and fully supported in the role. We found personnel files contain all relevant documentation, including employee's right to work and checks with the Disclosure and Barring Service. There are details of the employee's registration with the workforce regulator, Social Care Wales. All staff have supervision meetings with a line manager. These are well-structured and shows support of the staff member to help them achieve their potential while considering the care and support provided.

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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