



Inspection Report on

Plas Crigyll Residential Care Home

**Plas Crigyll
Salem Street
Holyhead
LL65 3RA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/01/2025

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About Plas Crigyll Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	25
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	15 June 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People, and their families, praise the care provided at Plas Crigyll. They have positive relationships with the staff and the management team and feel able to raise any questions or issues they may have. Personal plans record each person's care and support needs and include how each person wants to be supported. There are good arrangements in place to support people to stay well and to provide activities which people enjoy participating in.

The environment is safe and well maintained. Families appreciate the cleanliness of the home and the comfortable and homely feel when they visit. People's own rooms include their own furniture from home and are personalised as much as people want. There are communal lounges and interesting outside areas available.

Care workers are proud to work at the service and they want to make a positive difference to people's lives. They are well supported by the management team and by their colleagues. Not all care workers have completed all the required training, and this is an area where the service needs to improve. Safeguarding arrangements are in place at the home, but policies are not always fully followed, and this is also an area where the service needs to improve.

Well-being

People feel they belong, and they have positive relationships with the care workers who support them. Efforts are made to assist people to settle when they move into the home, by getting to know people's life history, their likes, dislikes and their interests. People's views are listened to regarding how they want to be supported, and their preferences are respected. A person told us *"Pawb yn ffeind a polite, gennod yn extremely da, dim byd yn ormod o drafferth"*. (*"Everybody is kind and polite, girls are extremely good, nothing is too much trouble"*). Relatives told us their loved one had settled *"Yn sydyn ("quickly")"* and *"well nag oni wedi disgwyl"* (*"better than I had expected"*). They also told us they felt reassured; *"Bod aelod o'ch teulu mewn dwylo saff"* (*"A member of their family was in safe hands"*). Care workers told us they strive to provide a *"Friendly, caring, clean and safe home"* and they are *"Dedicated to increasing people's wellbeing"*.

Safeguarding procedures and policies are in place, but these are not always followed in practice. This is an area for improvement and the manager and Responsible Individual (RI) are taking action to address this matter. Care workers are happy working at the service, and they feel supported. There is a need to provide the relevant training to all who work at the service as this will further enhance people's positive experiences at the service. This is an area for improvement.

People's preferred language is recognised and respected as part of their identity. Personal plans record the language people feel most comfortable in using. The Welsh language and culture is celebrated. Annual events such as the Eisteddfod, St David's Day and the Royal Welsh Show are acknowledged as being of importance to people. Welsh language radio, television channel, books and magazines are available. Bilingual signage and documents such as the statement of purpose and service user guides are provided as standard. All care workers, the management team and the RI can speak Welsh.

A variety of activities are provided which keep people physically and mentally active. Light chair exercises and games such as Boccia are encouraged to help people stay active and mobile. We saw people listening to music, reading magazines, watching television and having foot spas during our visit. Relatives told us their loved one enjoyed the art sessions and they appreciated the fact there are always activities going on at the home.

People feel listened to. Their views and wishes are sought as part of the creation of their personal plans and their relatives told us care workers listen when they ask questions or raise any matters. Care workers told us they ensure they *"Involve people and their families in decisions"*. We saw care workers listen to people during their interactions, and they responded positively to what people say. They are warm and reassuring in their

conversations with people. The views of people and their relatives are gathered as part of the continuous development of the service.

Care and Support

Personal plans are outcome focused and are created with people, and their families. People's views about what's important to them and how they wish to receive their care and support is recorded. Additionally, what does not work well for the person is recorded. Documenting this information is important for people who are living with dementia, so care workers can tailor the care and support provided accordingly. Care workers told us they were guided by the personal plans, and they said, *"We put the individual at the centre of what we do"*. Personal plans clearly record how each person's needs should be met, as well as what people can do independently. They are regularly reviewed and updated following any changes. Records show families are included in reviews and they told us they have good communication with the care workers and management. Risk assessments are in place to record the known risks to people's health and safety, and the measures in place to mitigate those risks. Care records show people are receiving the care and support they require.

Support is provided to access healthcare services, to maintain good physical health and emotional well-being. People's health conditions are known before they come to live at the home and how they are managed is recorded in their personal plans. Medication is administered as prescribed, which helps people to stay well. We saw arrangements are made in a timely manner to arrange medical appointments for people when their health changes. The outcome of health appointments is recorded for care workers to follow the guidance provided. Referrals are appropriately made to health and social care professionals for advice and guidance. A healthy, nutritious and varied diet is provided, and choices are always available. We spoke with the cook, and they told us they regularly check people are happy with the menu provided, and they will provide alternatives if anybody wishes to have something different to eat. The cook demonstrated a good understanding of how to ensure people living with dementia had a good diet and how to meet special dietary requirements. Monthly weights are recorded as part of monitoring people's health. Gentle physical exercises are also encouraged to support people to keep moving and be active.

Good infection prevention and control practices are in place to protect people's health. We saw care workers wear protective clothing when required and suitable arrangements are in place within the environment to manage infection control risks.

Environment

Support is provided within a clean, homely and well-maintained environment which encourages independence. The care home is separated into smaller units, which creates a more comfortable 'home within a home' setting. Each unit has its own lounge and kitchen area where people can spend time in the company of other residents. There are accessible bath or shower facilities available in each unit, and a small number of bedrooms. We saw people's own rooms contained their personal belongings and their important items from home. We saw one person had their sofa from home in their own room, as this helped the person to feel 'at home'. The manager told us people's own rooms had been set out to be like their layout at home, to support familiarity and to help people to feel comfortable in their room. This is especially important for people living with dementia. Relatives told us; "*Nid yw'r cartref yn edrych yn clinigol. Mae'r cartref yn rhoi y teimlad o gymuned gyfeillgar a chynnes*" ("*The home is not clinical. The home provides a feeling of a warm, friendly community*"). The home is clean and very well maintained. We saw housekeeping staff are employed to maintain the cleanliness of the environment.

Interesting spaces are available for people to enjoy. A café style room is available, with the décor, tables, chairs and a counter providing a feeling of visiting a tearoom. The manager told us some people living with dementia found it difficult to go out into the community, therefore using the café room provided a similar experience to people. Relatives told us they appreciated having this facility. A hairdresser room is provided, where people can see a visiting hairdresser. We saw a person enjoying this facility during our inspection. There are several accessible and safe garden areas provided, for people to spend time outside if they want to. There is a sensory garden and a summer house which enhances people's experiences of being outside.

Health and safety risks within the home are well managed. The kitchen has the highest possible rating of five, (very good) following a recent local authority inspection. Regular checks are in place to ensure risks to people within the environment are identified and appropriate measures are in place to manage the known risks. Records show fire safety mechanisms are present to ensure all the necessary precautions are in place in the event of a fire. Each person has a personal emergency evacuation plan in place, which records the assistance they require to leave the premises in the event of an emergency. The servicing of gas and electrical appliances, and the monitoring of the water quality takes place as required. Hoists and bath chairs are serviced every six months to ensure they are safe for people to use.

Leadership and Management

Suitability checks are completed before new care workers come to work at the service. We saw the required checks are completed to ensure care workers are of a suitable character to work with people living with dementia. New care workers are provided with an induction to their role, and they initially work shadow shifts alongside more experienced members of the team. They must successfully complete a probationary period during their first few months at the service and demonstrate they can undertake their role competently. They are required to register with Social Care Wales (SCW), the workforce regulator, and follow their code of practice. Care workers told us they were made to feel welcomed when they first started their roles, and the team were *“Helpful”*. They also told us they are *“Happy and proud”* to work at the service, they *“Enjoy”* their work and they *“Want to make a difference to people’s lives”*. The care workers and managers told us they work well as a team, stating they are *“All working towards the same positive outcome”*. Care workers confirmed they would recommend working at the home to others. Relatives also told us they appreciated the teamwork, the friendliness and kindness of all who work at the home and the good communication they receive.

One-to-one supervision sessions take place regularly between the management and persons working at the service. Team meetings also take place regularly. Not all care workers have completed the required mandatory and specialist training to support them in their roles. This will affect their level of knowledge and skills. This is an area for improvement, and we expect the service provider to take action.

There are clear, structured arrangements in place to oversee the smooth running of the service, which supports people’s ability to achieve their personal outcomes. We saw policies and procedures are in place to fulfil the aims of the service provider’s statement of purpose. The RI and the manager have effective oversight of the service provided to ensure the provision is in accordance with the policies and procedures in place. Relatives told us the home is *“well run”*.

People can be assured robust and firm processes are in place to consistently monitor, review and improve the quality of the care provided. Records show the RI regularly meets with people who use the service, and their relatives, to discuss their experiences of using the service. The RI records the outcome of their visits in a report, which includes any actions required following their visit. During their visit they review people’s care documentation, speak with people and staff, undertake a falls audit and check the health and safety of the environment. Formal quality of care reviews take place twice a year and the findings are recorded within a report. Relatives told us they feel able to raise any issues they may have, and these are addressed *“Immediately”*. A relative told us *“I can ask anything, and I get an honest, straight answer”* which was important to them.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
27	The service provider must ensure all persons working at the service receive safeguarding training	New

	and they have a full understanding of the safeguarding policy which is in place. Ensure all persons working at the home is up to date with their safeguarding and Deprivation of Liberties (DoLS) training and that they fully understand the content of the safeguarding policy and how this relates to their roles and responsibilities as persons working at the service.	
36	The service provider has not ensured all persons working at the service have completed all mandatory training and specialised training relevant to their roles. Ensure all persons working at the service complete mandatory training, and refresher courses when required, as well as specialised training relevant to their roles.	New

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Date Published 27/02/2025