Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Crigyll Residential Care Home

Plas Crigyll, Salem Street, Holyhead, LL65 3RA

01407720949

https://www.anglesey.gov.wales/en/Residents/social-care-and-wellbeing/Section.aspx

The inspection visit took place on 29/09/2026

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 and support for people living with dementia
Registered places:	25
Main language(s):	Welsh
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:

Well-being is good because people experience positive outcomes and are supported by staff who know them well. They are treated with dignity and respect, have opportunities to maintain relationships and participate in meaningful activities, and are supported to make choices about their daily lives. Strong community links and a person-centred culture enhance people's quality of life.

Care and support is good because people receive personalised care and support that reflects their needs, preferences and outcomes. Care planning is comprehensive and regularly reviewed, health needs are monitored effectively, and staff work collaboratively with health and social care professionals to promote people's wellbeing and safety.

Environment is good because people live in a safe, welcoming and homely environment that supports independence and quality of life. The premises are well maintained, dementia friendly and offer a range of stimulating spaces, including attractive communal areas and accessible outdoor

environments that people enjoy using.

Leadership and management is good because the service is well led and benefits from effective governance arrangements. Leaders have established systems to monitor quality, manage risks and drive improvement. Staff feel supported by managers, and there is a strong commitment to continuous improvement and achieving positive outcomes for people.

The provider has made sustained progress since the previous inspection, which has resulted in the removal of two areas for improvement.

Findings:

Well-being — Good

People experience positive outcomes because they are supported by staff who know them well and understand what is important to them. We saw people spending time in areas of the home they preferred, moving freely around the service and engaging in activities that reflected their interests and abilities. Bedrooms are personalised which help people maintain their identity and sense of belonging within the home.

People are supported to take part in meaningful activities and maintain links with the wider community. We saw evidence of a varied programme of activities including entertainers, harpists, visits from local school children and celebrations linked to seasonal and cultural events. The service has developed creative initiatives to enhance people's experiences including "Caffi Bach", a community-style café and bar area and a sweet shop. People can attend a nail bar where people are provided with appointment cards to replicate the experience of attending a salon. Records and discussions demonstrate people are also supported to enjoy outings and community links through use of local facilities and organised events.

People are supported to maintain relationships with those who are important to them. Relatives are encouraged to visit and participate in reviews of care and support. Feedback gathered through the provider's quality assurance processes was positive and reflects satisfaction with the care provided. Staff interactions observed throughout the inspection were warm, respectful and unhurried. Staff demonstrate a detailed understanding of people's preferences, personalities and individual routines.

People's language, culture and rights are promoted. Welsh language provision is embedded within the service through bilingual signage, documentation and communication. Staff demonstrate an understanding of the Active Offer of Welsh and able to describe how they support people who choose to communicate in Welsh. Records show people's language preferences are identified and considered when planning care and support.

People's wellbeing is promoted because staff take action to support their physical, emotional and social needs. Care records reviewed contain detailed information about what matters to people, including personal routines, emotional wellbeing needs and strategies to maintain positive outcomes. Overall, we found people are supported to enjoy meaningful lives and maintain positive wellbeing outcomes.

Care & Support — Good

People receive care and support that reflects their assessed needs, preferences and personal outcomes. We reviewed a range of care records and found them detailed, regularly reviewed and person centred. Documentation includes comprehensive assessments, risk management plans, mental capacity assessments, Deprivation of Liberty Safeguards (DoLS) records and involvement from family members and partner agencies. Personal plans provide care staff with personalised guidance that reflects individuals' preferences, needs and circumstances. This supports staff to provide consistent, respectful and dignified care, while promoting positive relationships and maintaining people's wellbeing.

People's health care needs are monitored effectively. Records evidence regular involvement from GPs, social workers, audiology services, diabetic screening services, chiropody services and other health professionals. Monitoring systems include weight management, body maps, nutritional monitoring and detailed records of appointments, referrals and professional advice. We also saw examples of specialist documentation including anxiety management plans and end-of-life planning where appropriate.

People enjoy a positive dining experience. We observed a relaxed mealtime where people can eat at their own pace and socialise with others if they wish. Care staff support people sensitively and discreetly. The kitchen is well stocked and information regarding people's dietary needs and preferences is readily available. Drinks and snacks are accessible throughout the day, promoting hydration and wellbeing.

Medication management systems are effective and support people to receive medicines safely. People are protected because safeguarding procedures are understood and followed. There have been very few safeguarding concerns within the service, which provides reassurance regarding the safety and well-being for people using the service. Where concerns have arisen, records demonstrate they have been appropriately reported, investigated and managed in line with safeguarding procedures. Staff spoken with demonstrate an understanding of their safeguarding responsibilities and reporting arrangements.

Overall, people receive good care and support which is focused on their individual needs and desired outcomes. Staff understand people's preferences and provide support in a respectful and person-centred way.

Environment

Good

People live in a safe, comfortable and supportive environment that promotes their wellbeing. The home is exceptionally clean, well maintained and dementia friendly. Accommodation is arranged into smaller household-style units, creating a "home within a home" atmosphere. Each unit has its own lounge, dining area and kitchenette, helping people maintain familiar routines and spend time with others in a relaxed setting. This approach supports people to remain as independent as possible, with opportunities to prepare drinks, help set tables and participate in simple household tasks.

A spacious conservatory links two of the household units and provides an additional communal space that is well used and enjoyed by people living at the home. It offers comfortable seating and a dedicated area for watching films and sporting events, supporting people to engage in activities that are meaningful to them.

The environment offers extensive facilities that promote meaningful occupation and community life. The enclosed gardens have been adapted to meet the needs of people living with dementia and include raised planters where people grow fruit and vegetables. Local artwork and colourful murals contribute to an attractive and stimulating environment.

People are encouraged to personalise their bedrooms. We saw examples of rooms containing family photographs, handmade furniture, cherished possessions and reminders of significant life experiences, helping people maintain their sense of identity.

The provider maintains effective health and safety arrangements. Records evidenced regular monitoring of fire safety systems, water hygiene, servicing of equipment, infection prevention and control arrangements, and maintenance systems. We found robust processes in place to ensure the environment remains safe and suitable.

Leadership & Management — Good

The service benefits from effective leadership and governance arrangements that promote positive outcomes for people. We found managers and the responsible individual (RI) have a clear understanding of the service's strengths and areas for development and maintain effective oversight of service delivery. Governance systems are well established and include regular RI visits, audits and quality assurance activities which monitor key areas of the service, including people's safety, health and wellbeing, the environment, and staff practice. Quality assurance systems extend beyond regulatory compliance and focus on improving people's experiences and outcomes. We found audit findings are being analysed and used to identify areas for improvement and support the ongoing development of the service. Governance reports evidence a strong commitment to person-centred care, meaningful engagement, investment in the environment and continuous improvement.

Leaders have created a positive culture where people and staff are valued. Staff consistently described managers as visible, approachable and supportive. Staff told us they "*love coming into work*", described the manager as "*fantastic*", and said both staff and people living at the home are provided with the resources they need. Staff told us they felt listened to and were encouraged to raise concerns, share ideas and contribute to services development. Regular team meetings, supervision sessions and competency assessments provide opportunities for reflection, learning and professional development. This contributes to a workforce that understands its responsibilities and is committed to delivering person-centred care.

The provider demonstrates a clear commitment to continuous improvement. This is evidenced through initiatives such as the nail bar experience, the development of community links and creative approaches to enhancing daily life for people living at the home. We also found evidence of thoughtful admission decision-making, with leaders carefully considering whether people's needs can be safely and effectively met before offering a placement.

The improvements made since the previous inspection demonstrate leaders' capacity to learn, respond and improve. Action taken has strengthened key areas of the service, including staff recruitment and workforce development. We found recruitment processes were robust, helping to ensure suitable staff were employed to support people safely. Leaders had also taken steps to strengthen staff training and competency arrangements, resulting in an improved oversight to staff knowledge and practice. Staff demonstrated a good understanding of safeguarding procedures and are confident in recognising and reporting concerns. These improvements have become embedded within the day-to-day operation of the service and contribute to sustained improvements in quality, safety and outcomes for people.

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

This report is also available in Welsh

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.