Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Garnedd Residential Home

Plas Garnedd Residential Home, Ffordd Penmynydd, Llanfairpwllgwyngyll, LL61 5EX

01248714640

www.plasgarnedd.co.uk

Date(s) of inspection visit(s): 16/07/2025

Service Information:

Operated by:	PLAS GARNEDD CARE LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People experience good well-being outcomes because they are happy living at the home, they get on with the care workers who support them, and they praise the standard of care they receive. Relatives speak highly of the care provided and the communication they receive from the manager. People can receive their care in Welsh or English, according to their own individual preferences, because many of the care workers are bilingual.

People have control over their day to day lives because they have choices available to them and their decisions are respected. Personal plans are in place; they are created with people and record their individual needs and preferences. Care workers are guided by the personal plans, and this means people receive good care, in the way they want to be supported. Activities are provided and people can choose if they wish to participate or not.

People are supported to maintain their physical health; medication management is good and

infection control measures are in place to protect people's health. Health professionals are contacted for advice when changes occur in people's conditions.

The environment of the home meets the needs of the people who live there. It is clean, homely, spacious with plenty of suitable communal areas available. There are interesting and pleasant outdoor facilities are also provided. Health and safety checks take place, but action is not always taken in a timely manner to fully address issues which are identified. The Responsible Individual's (RI's) oversight of this aspect of the service provided requires improvement.

There are good leadership and management arrangements in place. Care workers are recruited safely; they are well supported in their roles and receive appropriate training.

Findings:

Well-being — Good

The service provides the Welsh language active offer. People can receive their service in Welsh, if this is their preference, as the service recognises the Welsh language and culture as an important part of people's identity. People, and their relatives, told us being able to receive their service in Welsh is important to them. We heard people speak Welsh with each other, and with care workers, and people told us this was something they valued.

People have positive relationships with the care workers providing their support and have made friends with other people living at the service. Every person we spoke with praised the care they receive, and relatives also spoke highly of the support provided. People told us they were made to feel welcomed when they first moved into the home and this had made it easier for them to settle and feel at home. People told us; *"Staff bendigedig, clên a ffeind" ("Fantastic, jolly and kind staff"), "Staff yn lyfli yma" ("The staff here are lovely"), "Mae nhw dda hefo fi" ("They are good to me"), "Dim byd yn ormod o drafferth" ("Nothing is too much trouble").* We saw people had made friends, whom they spend their time with and sit with at mealtimes. Relatives told us they are always made to feel welcome when they visit

Some activities are provided which allow people the opportunity to take part in games, quizzes and gentle physical exercises. People told us they enjoy these greatly and they look forward to the chair yoga sessions. Relatives and people told us they would like to see more activities provided as some people feel *"The day can feel long sometimes".* We discussed this with the manager who told us they try to offer regular activities, and they will speak with people about what they would prefer.

The accommodation is homely, bright and promotes people's sense of well-being. All areas of the home are clean, well-presented and maintained. There are accessible gardens and outside seating areas available so people can spend time outside, if they want to. Health and safety checks are in place and overall, the home provides a safe environment for people to live in. We found work is not always completed promptly to address safety issues identified. This is an area for improvement, and we expect the service provider to take action.

Care workers support people to be healthy and well. People's physical and mental health conditions are known when they move into the service. People's plans reflect how each condition is managed. Relatives told us their family member's health had improved since moving into the home, with one person supported to regain their ability to walk. A balanced diet is provided, and a choice of food is available.

Care & Support — Good

Medication is safely managed, stored and administered. The manager and care workers told us the recent changes made to medication management at the service has led to improvements being made. We saw people receive their medication as prescribed, which supports them to manage their health conditions and to stay well. Medication is stored safely, and arrangements are in place to ensure medication is ordered and administered in a timely manner. Medication policies are in place which record how medication is managed at the service. Care workers receive medication training, and their competency is tested by the manager.

The manager creates personal plans with people, and their relatives. We saw personal plans include people's views about how they want to be supported and their preferred daily routines. People confirmed care workers respect their choices, and they are aware of their individual likes and dislikes. Personal plans are strength based; they record clearly what people can do for themselves so each person can continue to be as independent as possible. Risk assessments are used to manage known risks to people's health and safety and are regularly reviewed and updated following any changes.

The service provider has good safeguarding arrangements in place to keep people safe from harm. Care workers receive safeguarding training and understand their responsibility to protect people from abuse and neglect. The manager and RI oversee safeguarding matters appropriately. People told us they feel safe living at the service and feel able to raise any concerns they may have.

Infection control measures are good at the home and as a result people are well protected from infections. Infection control training is provided, and we saw care workers following good practice whilst carrying out their duties. Arrangements are in place for the safe storage of clinical waste and infection control audits are completed by the manager daily.

Environment — Good

Support is provided in a clean, homely and well-presented environment. Visitors to the care home are unable to enter the home without staff authorisation. This protects people living at the home.

There is a choice of communal lounges and dining rooms available so people can choose where they want to spend their day and where they want to have their meals. We saw some people prefer to have their meals in their own rooms, and this was accommodated. Bath and shower rooms are accessible, with lifting equipment provided if people require this assistance.

People's own rooms are personalised with their own items from home. We saw each room was different and reflected each person's family life and their interests. People told us they are happy with their rooms where they feel comfortable.

There is accessible garden and a decking space available, so people can spend time outside if they wish. We saw the garden is well-kempt and seating is available. People and their families told us they appreciate having pleasant outdoor space available to them, especially when they bring younger family members to visit. We saw people going for a walk around the outside areas and they told us they enjoyed being able to keep physically active.

Health and safety checks are in place; however, action is not always taken promptly to address areas of the environment which are identified as being risks to people's safety. Records show the manager completes regular health and safety checks and the servicing of gas and electrical appliances take place as required. The fire alarm is tested weekly, and the system is serviced as required. During our visit we saw work was underway to address risks which had previously been identified within the environment, and the RI provided assurances the work would be completed over the coming weeks. This is an area for improvement, and we expect the service provider to take action.

Leadership & Management — Good

Overall, the provider has good arrangements in place to oversee the quality of the care provided and to ensure the home is running smoothly. Records show the manager and RI undertake regular audits to monitor the quality of service provided and proactively identify any areas of the service which require improvements to be made. The RI visits the service on a formal basis every three months and undertakes a review of the service provided, which they record in a report. We found the service provider does not always react in a timely manner to improve the safety of the environment, when risks have been identified. This is an area for improvement, and we expect the service provider to take action.

Robust recruitment processes are in place, so people can be assured the care workers who support them have been assessed as being of suitable character for their roles. Records show care workers are provided with appropriate training and one-to-one supervision sessions which occur regularly. Staffing levels are sufficient to meet people's needs, and people told us they receive their care and support when they need it, most of the time. Care workers feel supported in their roles and they enjoy their work. We saw kitchen and housekeeping staff are employed so care workers can focus their attention on supporting people.

People's views are sought regarding the developments they would like to see at the service. The service provider has arrangements in place to formally review the quality of the service, and this involves speaking with people who use the service, their families and commissioners. The RI undertakes a falls audit as part of the review, and they look at the action taken in response to individual's falls. We discussed this with the RI and explained how the audit should also consider any themes, patterns and trends emerging from the falls in total, to ensure any possible action required to improve falls management is identified and addressed.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Action is not always taken in a timely manner to reduce identified health and safety risks within the environment. Ensure action is taken promptly to address and reduce known health and safety risks, to protect people so far as possible from harm.	16/07/25
The Responsible Individual's oversight of the service requires improvements to be made, so that it includes ensuring the environment is as safe as it can be for the people who use the service. This means people are not always fully protected from potential risks to their safety.	16/07/25

CIW has not issued any Priority action notices following this inspection.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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