



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Plas Garnedd Pentraeth



Plas Garnedd Pentraeth, Pentraeth, LL75 8YF



01248450464



plagarnedd.co.uk

The inspection visit took place on 12/01/2026

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:	23
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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Plas Garnedd Pentraeth is registered to provide a residential service for up to 23 people. The home is situated close to the centre of Pentraeth, Anglesey. It is surrounded by open countryside which provides people with pleasant views.

People's well-being is excellent as they are supported to lead an independent lifestyle and build and maintain social connections. People experience good health outcomes and are supported to access the right treatment at the right time.

Care and support are excellent as people feel a sense of belonging and have strong relationships with managers and care staff who are friendly and familiar to them. Personal plans are regularly reviewed and accurately reflect people's needs.

People live in a good environment which is warm, welcoming and calm. The building is clean and

tidy, well maintained and decorated to a high standard.

Leadership and management of the service is good as the provider, management and care staff are enthusiastic and committed to providing a service which maximises outcomes for people.

Findings:



Well-being

Excellent

People have control over their day to day lives and are treated by care staff with dignity and respect. People's voices are heard and respected. People are invited to share their views in regular resident meetings where they are forthright in expressing their preferences over menus and activities. People are offered choices in daily activities and are encouraged and supported to join others in communal areas. Where people choose to stay in their rooms to watch television or read, their choice is respected. One person said, *"The staff are very caring but not pushy."* People have options and can choose where they spend their time.

People enjoy impromptu interactions with care staff. A person living at the service told us *"I approached Plas Garnedd with apprehension, but gradually I realised I was at a holiday camp with staff who are fun to be with"* Another person told us *"All are very friendly. There is always someone to chat to."*

Many people living at Plas Garnedd Pentraeth are Welsh speaking and most understand Welsh language. Their cultural and linguistic needs are understood, catered for and fully integrated into the culture of the service, leading to excellent well-being. Plas Garnedd Pentraeth is integral to the local community and when events are planned residents, family and friends are invited and included. During the summer the providers hosted a Breast Cancer Awareness Afternoon tea. The entertainment was delivered by a local singer, and the surrounding community were invited to joined in. The provider together with Pentraeth Community Council are exploring innovative ideas how to further integrate people into the community.

People's mental, physical and emotional health is maintained and improved by care staff who provide exemplary support. A person who was initially reticent about entering residential care for respite wrote in a "thank you" card *"You looked after me with care and professionalism and I have come home a new man."*

People's well-being outcomes are enhanced because they are supported to maintain and sustain relationships with family and friends and important people in their lives. Visiting relatives and friends are welcome anytime. Care staff work alongside them in a collaborative way where family members and friends wish to share the caring role. Care staff develop strong and familial relationships with individuals and consistently go above and beyond and to ensure the well-being options for people are met.



People receive exceptional care and support because the manager carries out highly effective pre-assessments, gathering detailed information from professionals and developing strong relationships with people. Before offering a service, the provider is confident, they can meet an individual's needs alongside people who are already accessing the service. Personal plans are comprehensive, accurate and reflect individual preferences and needs and are regularly reviewed. The provider excels at empowering individuals to meet new health and well-being outcomes. People told us how they value the care staff as they care for them with patience and respect and are kind, friendly and cheerful.

People are kept safe because the management adopts a meticulous approach to safeguarding and promotes a proactive culture of safety. Care staff are trained, understand and follow the Wales Safeguarding Procedures. Staff meeting records indicate that where improvements are required the manager shares these with care staff who take responsibility to embed improvements. People's liberty is protected in line with the Mental Capacity Act 2005 by care staff who are very knowledgeable and understand how to minimise restrictive practice. The provider applies for Deprivation of Liberty authorisation appropriately and in a timely manner where limiting a person's freedom is necessary to keep them safe.

People's medication is managed safely and is stored as required by national guidance. Reviews are timely and audits are completed to ensure consistency of practice. There are no reports of incidents or near misses. Issues with medication are swiftly addressed and measures are put in place. Risk of infection is minimised as much as possible because infection control forms part of the routine health and safety checks. Plas Garnedd Pentraeth is kept clean and hygienic and has a Food Hygiene Agency rating of 5 (Very Good).

Plas Garnedd Pentraeth have positive relationships with external professionals and works in collaboration with health professionals and families to ensure they meet people's needs correctly. We saw care staff excel in this area of care. A relative said *"It was a comfort to us that our relative was able to stay at Plas Garnedd for the final weeks of their life."*

A visiting professional stated *"I find the staff to be informative about the residents and their level of mobility and care needs, and they are helpful to myself. The residents have a good rapport with the staff which is important."*



Environment

Good

People live in an environment that meets their needs. The provider ensures that the premises are maintained to a high standard. There is an ongoing maintenance plan and a maintenance officer ensures immediate repairs and decoration take place in accordance with the plan.

Plas Garnedd Pentraeth is tastefully decorated to a high standard throughout the building. The ground floor communal areas have a hotel feel to them. Rooms are large with high ceilings and large windows allow for a lot of natural light to flood in. The two communal lounges are very suitable for activities and recreation. There are areas for people to sit with relatives or on their own away from the communal lounges, these are furnished with comfortable chairs. There are attractive prints on the walls of local scenic views which give people a sense of place. Bedrooms are re-painted each time a new person arrives which means they are fresh and welcoming. The furnishings and furniture are tasteful and of a good standard. Most bedrooms have a pleasant rural outlook. Bedrooms are personalised with photographs and some small items of furniture. A person ordered her own writing desk which fits in front of the bedroom window, where she sits to write, looking out over the fields. Bathrooms, shower rooms and toilets are modern, hygienic, safe and accessible. A family member provided written feedback regarding the environment *"I cannot express how impressed I am with Plas Garnedd, it's by far the nicest, cleanest, freshest, well-run home I've ever seen."*

The premises are compliant with health and safety, fire safety and environmental health legislation and national guidance. There are records evidencing safety testing regarding electrics, fire safety and equipment and the lift and hoists are subject to regular servicing. Security measures are in place to protect people and their personal property and enable dignified access to and from the building. Visitors must sign in and out of the visitors' book and professionals must show their proof of identity.

Outdoor spaces are attractive, safe and secure and accessible to most people. They are clean and tidy and well maintained. The garden area has contemporary wooden furniture, raised beds, plant pots and large ornaments and is a pleasant place for people to sit and relax and entertain friends and family.



Leadership & Management

Good

People who choose to make Plas Garnedd Pentraeth their home are supported to achieve their outcomes because the provider has good and effective governance in place. Policies and procedures are aligned with legislation and guidance. They are appropriate and proportionate and are regularly reviewed and updated as necessary. They are readily available for care staff to access. People are supported by experienced and well-trained care staff who have been thoroughly vetted prior to being employed. Care staff who are competent and knowledgeable and receive continuous learning and development opportunities to enhance their practice.

The management team are innovative in their attempt to attract new care staff to Plas Garnedd Pentraeth. They offer a work placement to a 2nd year Health and Social care college students every year. Recruitment of care staff is a well-documented, serious and ongoing challenge to the provider, but when agency care staff are used, the manager is careful to request the same individuals as this maintains continuity of care. There is a positive culture which leads to a strong and resilient team ethos which is reflected in a stable, committed and loyal workforce which ensures a person-centred approach and continuity of care for people. Most of the care staff have worked at the service for many years.

The Responsible Individual understands the role and responsibilities of the position and is knowledgeable of the relevant documents, regulations and timescales. The RI has very good oversight of the service and visits often. In accordance with the regulations the RI reviews different aspects of the service for compliance and quality at least every 3 months. The views of people, family and representatives, and professionals are regularly sought and encouraged, and the positive feedback confirms they have confidence in the care staff and leadership team. This feedback is used to drive continuous improvement at Plas Garnedd Pentraeth and further strengthen the quality of the service.

The manager at Plas Garnedd Pentraeth is interested in innovative working and has been invited to take part in the Microsystem Coaching Academy research study with Sheffield University, in partnership with Social Care Wales.

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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