



# **Inspection Report on**

**Plas Cwmcynfelin Ltd**

**Plas Cwmcynfelin  
Clarach  
Aberystwyth  
SY23 3DN**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**10/02/2025**

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## About Plas Cwmcynfelin Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Plas Cwmcynfelin Limited
Registered places	53
Language of the service	Both
Previous Care Inspectorate Wales inspection	29 September 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 receive highly effective nursing care at the service. They are supported by an experienced and consistent staff team, with whom they have built up extremely positive relationships. When discussing the service, a representative told us, *“This place is excellent”*. The strong and effective leadership has helped to create a friendly and caring culture at the service.

The environment is maintained to a very high standard, people are relaxed in the different spaces throughout the building. Communal areas are bright, fresh and comfortable. Spaces are creatively arranged to enable people to interact with one and other, in smaller groups or to enjoy peaceful time alone.

The Responsible Individual (RI) is also the manager of the service. They are based at the home and know people, their representatives and staff well. The RI improves the quality of the service by analysing information from a variety of audits and people’s feedback from their visit reports.

## Well-being

People are treated with dignity and respect by the friendly and experienced staff team. The person-centered ethos means people's individual circumstances are considered. People are supported to remain as healthy as possible because the manager involves health and social care professionals. People do things that matter to them such as being involved in their local community and activities at the home. The family focused approach at the service helps people to maintain the most important relationships with their loved ones. A representative told us, *"You know it's good because it's always so clean, welcoming and the ethos is so friendly"*.

The service respects people's cultural preferences and provides an 'Active Offer' of the Welsh language. This means it anticipates, identifies and meets the Welsh language and cultural needs of people who live at the service. Many of the staff speak Welsh and every effort is made to ensure people can receive support in their chosen language.

People are protected because of the safe recruitment process and induction. Nursing staff hold up to date PINs with the National Midwifery Council (NMC) and care workers register with the work force regulator Social Care Wales. People get the right care and support because the service's ongoing training and development programme, equips staff to meet individual needs. Staff protect people from abuse and neglect, they frequently use the RI's open-door policy and are confident to raise any issues with the relevant bodies. People and their representatives talk to the RI or Director and are confident to raise any concerns.

The building is spacious, comfortable and very well maintained. People personalise their own rooms as they choose. There are different spaces available for people to do things they enjoy, for example socialising with each other, reading, watching TV and engaging in activities. The accessible gardens are well used by people to do things that help to keep them as healthy as possible.

People have a voice and input into the running of the service because they know the RI and regularly talk to her. The RI uses different quality audits, that identify any lessons to be learned, areas to improve and develop action plan to benefit the overall service. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

## Care and Support

People are very happy with the highly effective nursing care they receive. We saw many sensitive and friendly interactions between people who live and work at the home. All staff respect and understand people as individuals and help to create a family-oriented culture. People told us, *“The staff are great, they smile all of the time and are always so happy”* and *“I’m very happy here. The girls (care workers) are great and really look after me”*. The enthusiastic care workers are positive about their role, one told us, *“The people here are wonderful”*. Representatives describe care workers as professional, caring and friendly; one told us *“They are like my extended family”*.

The provider ensures personal plans are informative, relevant and focus on what is important to each person. Effective individualised plans help guide care workers to support people to achieve their health and well-being outcomes. Risk assessments support people to remain as safe and as healthy as possible. The manager ensures any restrictions to people are done so legally, with the correct documentation in place. Health and Social care professionals are involved in people’s care. A visiting healthcare professional was positive about the service and the effective working relationships they have with the staff. Plans are reviewed every month to ensure they are up-to-date and concentrate on people’s changing needs. The nursing team respond to any changes to people’s needs and clearly documents the advice given by health professionals. Daily notes record the planned care provided and detailed nursing assessment record specific treatment offered. The manager ensures documentation is completed to a high standard and we observed care being delivered in line with people’s preferences.

A designated care worker arranges a variety of regular activities such as baking, aroma therapy, reminiscence, flower arranging and singing. Additional activities to promote physical health take place, we were told about people taking part in exercise classes, physiotherapy and chiropody. The manager ensures religious services are conducted every month and a person who lives at the home told us, *“My vicar visits every month and that’s really important for me”*. People told us about the pleasure they get from the views of the gardens and the carefully placed bird feeders attract a variety of wildlife to the windows for people to enjoy watching. The service has its own accessible transport to help people to remain connected to their local community. People can spend time with their family and friends in their own rooms, quiet communal areas or in the grounds.

Medication storage, administration and recording systems are safe and in line with national guidance. Nurses ensure medication is managed appropriately and take time to give people the right dose of medication at the right time. Daily audits ensure that any issues with medication are picked up quickly, actioned and reported appropriately.

## Environment

The home has two separate buildings, the main house and the coach house. People are very relaxed and comfortable in the spacious environments. There are a variety of communal areas for people to socialise with each other, watch television or relax in the quieter lounges. The provider creatively decorates areas of the building with important photographs that people use to help them feel at home and in familiar surroundings. People told us they value the views of the grounds and surrounding areas and they especially enjoy watching the wildlife in the gardens. There are no restrictions to visiting and people's representatives told us they always receive a warm welcome. An individual who lives at the service told us, *"The home and the view is so beautiful"*. People are encouraged to personalise their rooms as much as possible with their own furniture, photographs and ornaments.

Equipment to support people's mobility, safety, comfort and independence is available and in good working order. Regular health and safety audits of the property are completed throughout the year. Testing of fire safety equipment is up to date. The provider is in the process of completing the work identified by the fire officer to ensure the building is compliant with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The provider has a rolling upgrade programme, and the home is maintained to a very high standard by the dedicated housekeeping team. Maintenance systems are effective and any issues with the building or equipment are resolved quickly.

The kitchen has a food hygiene rating of five and people enjoy choices of a variety of freshly prepared home cooked meals. The kitchen staff are aware of individual preferences, there is a set rolling menu with alternatives available if requested. People have unrestricted access to drinks and snacks in the main lounge and can enjoy a glass of wine or beer when requested. When discussing the food, a representative told us, *"[Person] really enjoys the food and always has plenty to drink"*.

## Leadership and Management

The RI is also the manager of the service, they have excellent oversight, are a daily presence at the home and know people well. Care workers describe the RI as approachable and one told us, *“They are so supportive. Any problems we can go to the office and have a chat with them”*. The RI completes a visit report every three months, where they review key documentation and discuss the quality of the service with people, their representatives, and staff. An action plan is produced to help them continually improve the quality of the service. The six-monthly Quality of Care Review uses a variety of feedback to ensure lessons are learned and improvements are made in the right areas.

The RI is well supported by a senior director and they have created a caring and friendly culture at the service. The people who live and work at the service are positive about the support and guidance they receive. Representatives have open discussions with them and one told us, *“[Director] and [RI] are very easy to talk to and we have a great relationship. I’m upfront and they will always listen and take action”*.

Care workers receive regular, one-to-one supervision and greatly value the RI and Director’s open-door policy. We were told that any concerns or suggestions can be raised and matters are resolved promptly. There is highly effective communication between the team, that helps to ensure people receive a consistent and high-quality service. Senior workers have a twice daily handover, where they discuss people’s needs, share ideas to ensure consistency of care and work proactively to prevent issues occurring. Care workers have a good understanding around safeguarding and are confident to report any concerns.

The necessary pre-employment checks take place before new staff start work. Care workers receive a comprehensive induction and shadow experienced members of staff, that prepares them for their new role. Care workers enrol on a combination of online and face to face learning to meet people’s specific needs. Nurses at the home maintain their registrations with the Nursing Midwifery Council and have active Personal Identification Number (PIN). Care workers register with the workforce regulator Social Care Wales and gain further qualifications through continuous professional development.

There are adequate staffing levels in place to meet people’s needs and support them to remain as healthy as possible. The whole staff team try to spend time chatting to people, we observed many fun and friendly conversations during the inspection. The stable and experienced staff team offer continuity of care that means they can effectively anticipate people’s needs. When discussing their relationships with people a care worker told us, *“We have a good laugh together and they seem happy”*.





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
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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**Date Published** 02/04/2025

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