Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Gwyn Care Home

Plas Gwyn, Llanrhystud, SY23 5BY

01974202206

The inspection visits for this service took place between 15/07/2026 and 16/07/2026

Service Information:

Operated by:	Tilmala Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	16
Main language(s):	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	Excellent
Leadership & Management	Excellent

Summary:

Plas Gwyn Residential Home is a Georgian mansion set within its own grounds overlooking Cardigan Bay. The home provides residential care for up to 16 adults in a warm, welcoming and homely environment where dignity, independence and well-being are at the centre of everyday life. People's well-being is excellent because they are supported by an exceptionally skilled and compassionate staff team who consistently adapt care to help people achieve meaningful outcomes that significantly improve their quality of life. Care and support is exemplary, staff know people exceptionally well and deliver highly personalised care that promotes independence, confidence and wellbeing. The environment has been thoughtfully designed and continually adapted to meet people's changing needs whilst maintaining a warm, homely atmosphere where people clearly feel a strong sense of belonging. Leadership and management have embedded a positive culture of continuous improvement, ensuring people consistently receive high-quality care from a confident, well-supported workforce.

Findings:

Well-being — Excellent

People maintain important relationships with family and friends and are encouraged to remain active within their local community through meaningful activities, beach visits, countryside walks and community outings. Residents spoke warmly about living at Plas Gwyn, with comments including *"We are lucky here"* and *"The food is 10/10."* People are treated with dignity, compassion and genuine warmth by staff who know them exceptionally well. Throughout the inspection people appeared relaxed, confident and comfortable in their surroundings, interacting naturally with each other, staff and visitors.

People are empowered to make decisions about their daily lives and are supported to achieve outcomes that are meaningful to them. Staff demonstrated an excellent understanding of people's interests, aspirations and communication preferences, enabling them to participate in activities which promoted both independence and emotional wellbeing.

People experience significant improvements in their health and wellbeing because staff continually review care and adapt support and have achieved numerous life adapting outcomes.

Care & Support — Excellent

People receive exceptionally personalised care from a staff team who consistently place individual outcomes at the centre of care planning and delivery.
Care planning is dynamic and responsive, with people, relatives and professionals actively involved in reviewing support whenever needs change. Staff demonstrate an excellent understanding of people's personalities, communication styles and aspirations, allowing them to tailor support naturally throughout the day rather than relying solely on documented care plans.
Activities are therapeutic. A dedicated activities coordinator delivers meaningful experiences based on individual interests, helping people improve communication, mobility, confidence and emotional wellbeing. Staff embed therapeutic techniques into everyday interactions, ensuring opportunities for rehabilitation and personal development occur naturally throughout daily life.
The provider works proactively with health professionals to ensure people receive timely healthcare interventions. Care plans and risk assessments are reviewed promptly following changes in health or mobility, while managers remain actively involved during hospital admissions and discharge planning. This collaborative approach promotes continuity of care and contributes to consistently positive health outcomes.
Medication management is robust and embedded into everyday practice. Competency assessments, regular audits, safe storage arrangements and effective oversight ensure medicines are administered safely while maintaining people's choice and dignity. Infection prevention and safeguarding practices were equally well embedded throughout the service, with staff demonstrating confidence in recognising risks and responding appropriately to keep people safe.

Environment — Excellent

People live in an exceptionally welcoming environment which has been thoughtfully designed to promote independence, dignity and comfort.
The home is presented to an exceptionally high standard. It was spotless, well maintained and decorated in a subtle, homely manner which immediately created a calm and welcoming atmosphere. There was a clear sense that people were proud of their home.
People's bedrooms reflected their personalities, interests and preferences. Each room is highly individualised, creating the impression of entering a completely different home from one room to the next. This demonstrated the provider's commitment to supporting people to maintain their identity and personal choice within the service. People clearly valued both their own personal spaces and the communal areas, making excellent use of lounges, dining rooms and gardens throughout the inspection.
Leaders continually invest in the environment to respond to people's changing needs. Recent improvements included installation of a new lift, improved ramp access, removal of environmental barriers and development of a sensory room was taking place. These adaptations promoted accessibility, independence and wellbeing whilst ensuring the home retained its warm, family atmosphere. People proudly described the gardens and outdoor spaces, with one person referring to the pathway as *"my country walk,"* demonstrating genuine ownership of their home.

Leadership & Management — Excellent

Leadership throughout Plas Gwyn is visible, compassionate and strongly focused on improving outcomes for people.
Leaders have established effective governance arrangements which extend beyond regulatory compliance and actively drove service improvement. Regular audits, Responsible Individual visits, quality assurance systems, staff meetings and feedback from people, relatives and professionals are used to evaluate practice and identify meaningful improvements. This was evidenced through continued investment in both the workforce and environment, including accessibility improvements and development of therapeutic spaces.
The culture within the service is positive, open and supportive. A positive approach was demonstrated towards the Welsh Active Offer. People were able to express themselves in the language of their choice. Staff consistently described leaders as approachable, responsive and encouraging, with communication flowing effectively through meetings, handovers and daily contact. Staff achievements and long service is recognised, contributing to high morale and workforce stability.
The provider has strict selection and vetting processes for hiring staff to ensure staff are qualified and trustworthy. Care workers undergo routine and regular checks to support them to remain suitably fit to work in the service. Care workers are appropriately registered with professional bodies.
The provider demonstrates a strong commitment to workforce development through comprehensive induction, regular supervision, competency assessments and an extensive programme of mandatory and specialist training. Staff are confident in their roles and demonstrated the knowledge and skills required to deliver consistently high-quality, person-centred care. Investment in staff development translated directly into positive experiences and outcomes for people living at the home.

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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