



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Plas Gwyn Nursing Home



Llanychan, Ruthin, LL15 1TY



01824702776

The inspection visit took place on 16/03/2026

Service Information:

Operated by:	Amrit Pelladoah
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	30
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Plas Gwyn Nursing Home provides nursing and personal care to adults. The service is set in rural countryside, near the town of Ruthin.

People experience good wellbeing outcomes and receive good care and support. This is because the support they receive helps them to maintain good overall health and to live safely. Care and nursing staff are kind, patient and know people very well. Timely support is sought so people receive the input they need from external health and social care professionals. People are encouraged to make decisions about their day-to-day life and have opportunities to engage with activities.

The environment of the service is good. Appropriate checks and maintenance are carried out to ensure the service is safe. Ongoing redecoration of the service is improving the cosmetic appearance of the home.

Leadership and management of the service is good. The leadership team is now well established and is supported by the acting responsible individual (RI) for the service.

Findings:



Well-being

Good

People have control over most aspects of their daily lives and make decisions about when they want to get up and go to bed, what they want to eat, where they want to spend their time and if they want to participate in activities. People who are able to, contribute their views about how they want their care delivered, expressing preferences and goals. People can contribute their views digitally, during resident meetings and in discussions with the acting RI who is at the service regularly. People have access to information about the service and how they can raise a concern or make a complaint. We saw people have access to advocacy services.

People have the option to take part in organised activities. The provider has arranged for weekly entertainers to visit the service which has been popular. Care staff lead daily activities in the afternoon which include games, themed events and physical activity. Some people said they would like to do more arts and crafts which the manager said they are developing. Communal areas have items of interest such as books, games and puzzles. People enjoy engaging with interactive soft animals. The service hold events to celebrate key dates such as Christmas and Easter, as well as holding garden parties in the summer where people, their families and friends can come together, have fun and raise money. Important people such as friends and family are welcomed at the service and can visit whenever they choose. A visiting family member spoke positively about the service. One person we spoke with said it was “home from home”. Another person told us, “It’s a beautiful home”.

People live in accommodation which supports their wellbeing outcomes. People have the equipment they need to support them when in their bedrooms or in communal areas, such as profiling beds, walking equipment and adjustable loungers. People’s bedrooms are highly personalised with their own furniture, décor, soft furnishings and pictures. People are supported to mobilise safely around the home and spend time where they choose.



Care & Support

Good

People receive the care and support they need to live safely and healthily at Plas Gwyn. Initial assessments are conducted and consider nursing assessments and local authority records, to establish if the service can meet a person's needs. These assessments are reviewed monthly along with care plan information as part of the resident of the day process. Information in personal plans is clear and details how to meet personal outcomes as well as manage risk. The provider must ensure information about support levels and risk is consistent throughout all areas of care records. The manager has begun to gather more personalised information about people using a 'This is me' record. Improvements have been made to the completion of repositioning records and food/fluid charts which are mostly completed in line with people's needs. We saw good records of contact and input from external medical professionals, such as the GP, district nurse and occupational therapist. Important interactions with families and representatives are also well recorded.

People are protected from abuse and neglect. All staff complete safeguarding training and can refer to policies to support this learning. Processes are in place to record and report any incidents, accidents and safeguarding concerns. We saw evidence of the provider making appropriate referrals where they had concerns about a person's welfare. The manager engages positively with safeguarding professionals and ensures any actions or guidance given is reflected on and implemented. Where people have restrictions in place to protect them, appropriate authorisations are in place or applications have been made to ensure these restrictions are lawful and in the best interest of the individual. People's rights are respected and upheld because they are encouraged to be involved in decisions about them and communicate their views.

Medication is managed safely at the service, lead by the clinical lead. Clear processes for the ordering, receipt, storage and return of medications are in place. Medication is administered by clinically trained staff. People receive the medication they need when they need it which supports their overall wellbeing. Advice and guidance from the medications management team is implemented.



Environment

Good

People live in an environment with appropriate facilities which are mostly well maintained, and equipment which supports their needs. We found people have the right equipment in place to support their physical needs, support mobility and promote independence as much as possible. Equipment such as profiling beds, air mattresses and hoists are serviced on a regular basis to ensure they are safe for use. Care staff complete manual handling training and we observed safe manual handling procedures throughout the inspection. Care staff support people with patience and communicate effectively throughout interventions.

People live in a safe environment where the manager conducts regular audits of health and safety, and the provider completes any required maintenance. Servicing of areas such as gas and electrical safety is completed as required. Fire safety checks are carried out to ensure fire alarm and call bell systems are effective and fire fighting equipment is functional. Action has been taken since the last inspection to declutter areas of the home and to update the decoration, this process remains ongoing. People live in accommodation, which is clean, cosy and homely.

The service received an improved rating of 4 (good) following the most recent inspection by the Food Standards Agency.

Infection prevention and control procedures are in place. All staff complete infection prevention and control training and there is a policy in place. Specific staff are champions in this area and are responsible for ensuring compliance. Personal protective equipment is available.



Leadership & Management

Good

Improvements have been made to the leadership and management of the service. Experienced and knowledgeable care professionals have been recruited to the key leadership roles at the service. Experienced care staff have advanced into senior roles and support the leadership team in ensuring the smooth running of the service. Processes which evaluate the quality of the service provision are carried out by the manager, clinical lead and RI. We saw actions are recorded and the manager is proactive at addressing these in a timely way. The manager spoke positively about the team at Plas Gwyn, who have supported each other and embraced changes, resulting in a more stable and calm working environment. The RI for the service is very present and there is a clear commitment from the leadership team to continue to drive improvements at the service and sustain the positive changes.

People are supported by care staff who have been safely recruited, inducted and are supported with their ongoing learning and development. Recruitment records show the appropriate checks are made prior to people starting work at the service. This includes disclosure and barring service checks (DBS) and obtaining appropriate references. These processes ensure people are suitable and safe to work with adults at risk. Care staff are required to complete an induction and training so they can register with Social Care Wales, the workforce regulator. The provider works with the health board practice development team to ensure care and nursing staff complete the most appropriate training for their role. The provider is reviewing the training suite to ensure the modules meet the needs of the service.

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.

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.*