



Plas Isaf Care Home



30-32 Llannerch Road West, Rhos On Sea, Colwyn Bay, LL28 4AS



01492556777

The inspection visit took place on 11/11/2025 11 November 2025

Service Information:

Operated by:	Elmtree Healthcare Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	32
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People are well supported in Plas Isaf and told us they feel safe in the home. They have a voice and have daily choices. Varied activities are offered to ensure people are stimulated and have opportunity to socialise with others. People are supported to keep in touch with friends and family and remain a part of the local community. The rating for well-being is good as people live as healthily and safely as able with choices regarding their daily lives and care.

People are cared for by a stable staff group who provide continuity in care. People said they are treated with dignity and respect and have good relationships with care staff. There are good systems in place to ensure people receive their prescribed medication. Senior staff audit quality of care markers such as hygiene, infection control, accidents, falls and incidents to ensure good standards of care. The rating for care and support is good as people receive the care and support, they need to achieve their personal outcomes.

People are happy with their rooms and can personalise them to make them homely. There are appropriate facilities in the home to support people's desired outcomes. There is a maintenance

programme in place to ensure the home is in good repair and appropriate to provide people's care. The home has updated risk assessments in place to ensure people's health and safety. The rating for the environment is good as people live in a home which has appropriate facilities and is well maintained.

The Responsible Individual (RI) visits the home as per the requirements of the regulations to ensure good quality standards are maintained in the home. Senior staff feel supported by the RI. Care staff feel well supported and say that senior staff are approachable and helpful. The rating for leadership and management is good as the Responsible Individual (RI) has good oversight of the service and standard of care provided to people.

Findings:



Well-being

Good

People feel they have a voice regarding their care and daily lives. People can choose what to do with their day and have varied meal choices. People told us they are happy with the service in the home, and the food is good. A person said, *“It’s good here, they’re very flexible, you have choices.”* People are offered a selection of activities according to their personal preferences. We saw a programme of events had been organised for the Christmas period. We saw people chatting in the lounge or having visits from family and friends. Some people chose to spend time in their rooms and said they were comfortable watching TV and reading. People have visitors as they want and we witnessed good rapport between care staff and visitors. People’s personal plans include details of their personal history, their likes and dislikes and individual care objectives.

People’s personal plans evidenced they receive personalised care from care staff who are trained and supported to enable good care standards. We saw people are encouraged to make personal choices. Care staff anticipate people’s needs, and we witnessed friendly conversations between people and care staff. People told us they are happy with the care, and care staff are *“Kind”*, and treat them with dignity and respect. People praise the meals provided and said they can access drinks and snacks as they want them.

The service has procedures in place to safeguard the people living there. Care staff receive safeguarding training and are supported with updated policies and protocols to follow in the event of a concern. Care staff spoken with are aware of local safeguarding procedures and how to access local authority teams to ensure people’s safety. Care staff said they can approach senior staff if they have any concerns regarding people’s care.



Care & Support

Good

People's plans are written according to their individual needs and personal objectives. Their preferences, history and people and dates of importance are also recorded to enable person centred care and to provide a measure for personal aims. Daily and nightly records are kept in a clear, easy to read way and the records are organised and easy to navigate on a electronic system. Care staff can input into care records as they go along to ensure records of care are contemporary. The electronic system flags up when personal plans and risk assessments are due to ensure they remain appropriate for people's care needs. Health care visits and appointments are recorded and any changes to the person's care. People access health care advice in a timely way as care staff know people well and can anticipate their needs.

People's health needs are monitored to keep them as healthy as possible. People are consulted regarding their care and are encouraged to make decisions and influence their care. Care staff offer sensitive care and demonstrate a respectful attitude towards people. People told us they are treated with respect. People's nutritional needs and weight is monitored, and they can access nutritional food and drinks. People have varied activities to stimulate their memory and encourage socialisation. They can have optician; dental and chiropody appointments as required and can access hairdressing services.

Medicine administration and storage practices are good. There is an audit system for medicines entering and leaving the home. Medicines are stored in a secure, and the temperature of the room and medicines fridge is monitored daily to ensure they are stored in an optimal way. People are given their medicines individually and as prescribed. Care staff receive medicine administration refresher training to ensure their knowledge is up to date and to enable good practice. The manager said they can access medication for people in a timely manner.

There are good safeguarding practices in the home to keep people as safe as possible. Care plans are regularly audited to ensure good care standards. Care staff receive safeguarding training and told us they know how to report any incidents or practices of concern. Senior staff report appropriate concerns to Care Inspectorate Wales (CIW) and other relevant agencies. Accidents and incidents are recorded, and appropriate actions are taken.



Environment

Good

People live in a home which is well maintained and careful of their health and safety. The home presents as clean and tidy and has spacious lounges for people to be sociable or quiet in. Walkways and fire exits are kept clear of obstacles. People can choose to spend time in their room or in the lounge areas to socialise, engage in activities, eat meals and receive visitors. People confirmed they have daily choices regarding where to spend their day. The home has a programme of redecoration and maintenance in place and people have a say in the décor of the home and their rooms. There are appropriate facilities in the home and people are happy with the laundry service provided. The hygiene rating for the home is five, this is the highest rating possible. People can access the equipment needed for their safe care; this is well maintained and serviced to ensure their safety.

Health and safety checks and assessments are up to date to enable people's safety. Utility checks and certificates are in place for water, gas and electricity. Weekly fire alarm checks are conducted, and staff are trained regarding evacuating people in the event of a fire. People have personalised personal emergency evacuation plans (PEEPs), to ensure their safe evacuation in the event of an emergency. Housekeeping staff are employed to ensure the home is clean and has good infection control. Entrances to the home are locked and people sign in and out for accountability and a record in the event of a fire or emergency of any extra people within the home.



Leadership & Management

Good

The provider has good governance arrangements in place to ensure the smooth running of the service. The RI visits regularly and considers the views of residents, family and care staff regarding the service. The RI provides a quality report regarding the home in line with the requirements of the regulation, the RI considers people's well-being, the care and support provided, environmental needs and maintenance and managerial issues such as staffing requirements, training and supervision. The manager feels well supported by the RI and can access training required by their role. Service audits conducted by senior staff are discussed with the RI and any actions to be taken to maintain good care standards. People have an assessment prior to accessing the service to ensure the home can meet their needs. People have information regarding the service prior to using the service, this information is frequently reviewed to ensure its accuracy.

Care staff are safely recruited. Care staff records evidence that appropriate employment checks are in place and in date to ensure they are appropriate to work with vulnerable adults. Checks are made to ensure care staff are qualified and registered with Social Care Wales. Care staff receive regular training and supervision suitable for their role. There is a system in place for care staff to catch up if they miss training. Training is an ongoing process throughout the year, and good audit records are kept. Care staff said they are happy working in the home and that senior staff are available and approachable, a care staff member said, "*No complaints at all*". The service retains good numbers of care staff to ensure continuity of care for people.

The provider invests in the home; the building is maintained to a good standard to provide dignified surroundings for people. People are offered meals made with fresh ingredients and can access snacks and drinks as required. Care staff are safely recruited, and investment is made in appropriate training. Equipment is replaced as required as are soft furnishings, towels and bedding.

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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