



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Plas Dyffryn Residential Home



Plas Dyffryn, Station Road, Holyhead, LL65 3EL



01407742064

The inspection visit took place on 10/12/2025

Service Information:

Operated by:	Ansa Care Concept Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Plas Dyffryn is a residential service on the Isle of Anglesey, close to local shops and amenities. People live in a well presented and maintained, two storey building with twenty-four-hour support from qualified care staff.

People experience good well-being outcomes at Plas Dyffryn. They are supported to make their own choices and have ample opportunity for activities and meaningful engagement. The care and support people receive is good. They are supported by care staff who are kind and patient and all members of the staff team, contribute to the family atmosphere at the service.

The environment people live in is good. Renovations and maintenance are carried out as required and people can access all areas of their home without restriction. People live in a clean, safe, and homely environment.

The leadership and management at the service is good. The team is well led and supported by experienced senior staff who are dedicated to driving improvements and delivering high quality care. There is a positive culture of openness and transparency at the service. Expectations are clearly communicated and any changes shared.

Findings:



Well-being

Good

People told us they are happy and feel safe living at Plas Dyffryn. People are encouraged to make choices about their day to day lives. This includes when to get up and go to bed, where to spend their time and who with, and whether they want to participate in any activities. The provider is open and transparent about the performance of the service, making sure any reports from the local authority commissioners or CIW are accessible for people to see. People are encouraged to share their views and there are multiple ways for people to do this, in person or anonymously. We found the provider considers any feedback provided and is thinking about how to improve the level of engagement. People have all aspects of their needs met. The service is proactive in seeking out additional support and making referrals when they identify a change in people's needs. We saw regular engagement with other professionals to support positive outcomes for people, with key information recorded in detail so people receive consistent support. The provider asks people about their language and communication preferences. The service strives to ensure the workforce are Welsh speaking, and we saw Welsh books and newspapers in the service to promote the Welsh language and culture. This aspect of people's identity remains important to them, with many people having grown up in the local community. We observed and heard many conversations in Welsh throughout the inspection.

People are supported to maintain important relationships and connections. The service engages with local establishments such as the pub and chip shop, who attend and support with events. This provides opportunities for socialising but also supports people to remain important contributors to their local communities. Families and friends are welcomed at the service and are encouraged to be active in the support of their loved ones, engaging in activities, events, celebrations, and outings. Long distance relationships are supported by helping people to use digital devices for calls, meaning people can still speak with those important to them, no matter where they are in the world. The acting manager told us; care staff go above and beyond to arrange meaningful activities for people. People have support from a range of sources, not limited to staff at the service. We saw the provider connects with local social groups, schools, and support services such as Age Cymru. People have access to advocacy services and social workers. The acting manager is proactive in communicating with external services to seek further support for people. A chiropodist and hairdresser visit on a regular basis so people can have support with foot care and having their hair done. People are supported to dress how they choose, wearing clothing, jewellery and make up which reflects who they are and maintains their personal identity.



Care & Support

Good

People receive the care and support they need to live well, in a way they choose, which meets their personal preferences and outcomes. This is because the service carries out detailed assessments, and refers to other documentation about people, so they can be sure they are able to meet the needs of people before they move into the service. The service understands the high value of initial conversations with people and the importance of building strong relationships to support successful admissions. Personal plans are co-produced meaning people, or their representatives are encouraged to be involved in the development and review of personal plans. We saw clear evidence of people reviewing the information recorded about them and agreeing to their care and support being delivered in line with this information. People's personal plans provide detailed, person-centred information which reflects their preferences, routines, and beliefs. The service asks people about their life history, the work they did and their experiences. This information provides valuable insight into the person's values and what is important to them. We saw people are offered activities and engagement which is tailored to meet their preferences and supports maintaining skills, such as helping with food preparation and helping in their home environment. The provider identifies individual risks and ensures risk assessments are in place to support people in the least restrictive way whilst striving to maintain safety and a positive well-being.

People are safe as they can be living at Plas Dyffryn. All staff at the service are safely recruited and complete an induction when they begin working at the service. Staff complete safeguarding training and have comprehensive policies in place to support this learning, which are reflective of national and local guidance. The service responds to incidents, accidents, and safeguarding concerns appropriately, maintaining detailed records and reporting to relevant professionals and regulatory bodies as required. Where restrictions are needed to keep people safe, these are appropriately authorised, monitored, and reviewed to ensure people's rights are upheld. The acting manager has a very good understanding of best practice in promoting a rights-based approach and only implementing restrictions as a last resort. This approach is applied to everyday practice such as medication administration.

People experience good physical and mental well-being because they receive the medication they need, when they need it. Robust systems are in place for the safe management of medication. There are clear processes in place to manage medication which are reflective of national guidance and best practice. We found records of medication administration to be clear, accurate and fully complete.



Environment

Good

People have a home which is safe, well maintained and supports them to be as independent as they can be. People can choose to spend time in several pleasantly decorated and well-equipped communal areas. There are various types of seating to suit different mobility needs, and people can mobilise safely. People have pleasant bedrooms decorated to their personal preferences and reflect what is important to them. Items which are important to people are also in communal areas, so they are homely and have character. We saw peoples own blankets, cushions, sensory items, soft toys, and dolls which help bring comfort to them. People have the equipment they need in place to support them with their mobility and promote independence. We saw equipment is well maintained and serviced on a regular basis to ensure it is safe for people to use. The service is very clean and tidy.

Several areas of the service have been redecorated, including the painting of bedrooms and replacing carpets. The provider has an ongoing plan of refurbishment for the service.

People can be assured their home is safe and well maintained because the provider has good systems in place for monitoring this and is proactive in addressing any issues. Regular servicing of gas and electrical safety ensures the environment is safe. Fire safety is well managed, with regular internal checks and servicing by external contractors. Some staff have trained to be lead practitioners for health and safety and infection prevention and control at the service. They take the lead in these areas to ensure compliance with national guidelines and to inform other members of the staff team about best practice. Staff have access to appropriate personal protective equipment as needed.



Leadership & Management

Good

People experience good continuity of care and consistent support because the service is well managed and organised. There have been significant improvements in recruitment at the service which has had a positive impact on many areas of service delivery. The provider, who is also the proposed responsible individual for the service, is present on a very regular basis, supporting daily operations and ensuring systems and procedures are being effectively implemented. The acting manager for the service is experienced in their field, has sustained the improvements we found at the last inspection and is driving ongoing development. There is very good oversight from these key leadership roles which are supported by comprehensive auditing processes. We saw very clear evidence these processes are effective in identifying areas for development which are then communicated in detail within staff meetings. All staff are well informed about the providers expectations in terms of national guidance and the company values. The provider creates detailed and insightful reports from the information gathered through auditing processes and quarterly assessments of the service. The provider was able to explain how proposed processes, developed from identified actions identified, will support ongoing quality monitoring and continuous improvements at the service.

The provider has policies and procedures in place which are reviewed, are reflective of national guidance and support the staff team in best practice. Other documentation about the service includes the statement of purpose and guide to the service. These documents tell people what to expect from the service and give assurances about its operation. Contingency plans are in place to maintain critical business activity in the event of unforeseen events such as power loss and severe weather.

People are supported by care staff who are safely recruited and well supported. We found all the required checks to be in place such as obtaining appropriate references and disclosure and barring service (DBS) screening. This ensure staff are suitable to work with adults at risk. Completion rates for training have improved at the service. We saw staff complete training in a number of areas and are supported to obtain professional qualifications which promotes their ongoing development and their professional registration with Social Care Wales, the workforce regulator. All staff receive appropriate supervision, through one-to-one meetings and observations of their practice. There is a strong emphasis on the support and development of the staff team which was communicated to us by people employed at 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.

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