



Plas Madryn Residential Home



Plas Madryn Residential Home, Lon Uchaf Morfa Nefyn, Pwllheli, LL53
6AD



01758720283

Date(s) of inspection visit(s): 22/07/2025

Service Information:

Operated by:	Amron Premier Care LLP
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	20
Main language(s):	English
Promotion of Welsh language and culture:	The service provider 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 Madryn is a residential service providing care and support for up to twenty people in Morfa Nefyn, near the seaside town of Pwllheli in North Wales.

People experience good wellbeing outcomes because they have choice and control over their daily lives, supported by care staff who treat them with dignity and respect. People spend their time doing the things which matter to them.

People receive good care and support which is person centred and meets their needs. Care records are detailed and personalised to be reflective of the person. Information is relevant and up to date. People are safe living at Plas Madryn.

People live in a clean and safe environment which is suitable for their needs and promotes independence. The overall environment is good.

Leadership and management at the service is good. The manager has good oversight of the day-to-day functions, supported by the RI who reports on quality assurance and compliance.

Findings:



Well-being

Good

People have choice and control over their daily lives. People choose when to get up and go to bed, where they want to spend their time and how they want to carry out their day. Where people experience barriers to communicating choice, or may not recall their preferences, care staff anticipate these needs, supported by detailed care records. This means people are offered choices and spend their time doing the things which matter to them. We saw activities in the afternoon which included board games, physical games, and painting nails. Other people were completing puzzle books, reading the daily paper and using mindfulness colouring books. Care staff spent time with people engaging in activities before serving afternoon tea of cake and biscuits. We saw photos in the service of past activities which included parties, visits from pets and therapy animals and celebrating important events.

People are safe where they live and have access to information about who they can contact if they are concerned. The provider sends out feedback questionnaires to people supported and/or their representatives to ask for their feedback. We found the responses to be largely positive with relatives commenting about the good care their family member received and that they felt they are safe at Plas Madryn.

People have developed good friendships within the service, both with other people who live there, and the care staff who support them. Care staff spend time talking to people and bridging communication, encouraging conversations, and sharing fun interactions. We read in one care record about a person who struggles to form and maintain friendships. During the inspection we observed care staff supporting the person to approach other residents, making gentle introductions, and reminding them of things they have in common to initiate conversation. People responded with warmth and kindness which was clearly enjoyed by all involved. We saw people have fun with care staff, joking and wanting them to engage in playful exchanges. People spend time with their families and friends, going out or spending time at the service in dedicated spaces for receiving visitors. The provider ensures people are encouraged and supported to maintain community connections, attending local support groups and welcoming schools to the service. People experience excellent wellbeing in relation to their cultural and religious needs. The provider arranges for religious ministers to attend the service. The promotion of the Welsh language and culture is fully integrated into the daily running of the service. We heard Radio Cymru playing in communal areas and saw most interactions in the service to be in the Welsh language which reflects the choices and preferences of the people who live there. For many people, especially those with cognitive impairment, this is greatly beneficial.



Care & Support

Good

People receive good quality care and support which meets their needs and is reflective of the information we saw in care records. The manager assesses people before they come to the service and asks them about what they want. Information from local authority assessments and healthcare professionals is considered as part of the admissions process. People or their representatives are asked to assist in creating care records, so information is detailed and person centred. People can communicate what they do and do not want help with, any important routines they have and what they like and dislike. Information is detailed and includes people's language preferences, cultural and religious needs, life history and family dynamics. People experience support that is reflective of their needs as their records are reviewed on a regular basis and updated when their requirements change. People experience positive health and wellbeing as they are supported to access support from external professionals for health issues and other services which support wellbeing such as chiropody and hairdressing. Records show care staff identify when people may not be well, and they take action to ensure advice is sought in a timely way.

People are protected from harm and abuse. Staff are safely recruited and appropriately trained. All staff complete safeguarding training and have access to safeguarding guidance through the All-Wales Safeguarding Procedures. The manager has a good understanding of their responsibility in relation to safeguarding and they are confident in making referrals when needed, including reporting to the service regulator. People have risk assessments in place which supports them to stay safe. Where restrictions are required to keep people safe, appropriate documentation is retained and we saw evidence of support being delivered which aligned with the professional guidance given.

Medication is safely managed within the service. Robust procedures are in place for the ordering, receipt, storage, and administration of medication. Medication is audited monthly. We found records are clear, fully completed and up to date. People who are in receipt of specialist and high-risk medication have regular reviews with the prescribing practitioner to make sure this is still the most suitable treatment for the person. Only staff who are trained can administer medication and their competency is assessed annually.



Environment

Good

People live in an environment which is clean, safe and supports them to achieve their wellbeing outcomes. Good facilities mean people can access all areas of their home without restriction and maintain as much independence as possible. Access to the service is secure but people can come and go as they please if this is safe. An attractive and well-maintained outdoor area gives people a place to spend time outdoors when the weather permits. We found the service to be clean and free from unpleasant odours. Improvements have been made internally and externally since our last inspection which has improved the appearance of the service and ensures people can be comfortable and proud of where they live. There is an ongoing plan of maintenance for the service which includes cosmetic works such as painting and decorating. Bedrooms are personalised to reflect the person's taste and personality. Some have recently had new flooring. We saw manual handling equipment is clean and serviced so people can be supported with their mobility safely.

There is a large suite of Health and Safety audits within the service which includes, infection prevention and control and food safety. Audits are carried out to all communal areas and bedrooms each month. Actions are recorded in the maintenance book and external contractors are contacted to complete jobs. Regular servicing of gas facilities, electrical equipment and water safety is carried out, with certificates retained by the provider to evidence compliance. The service holds a level 5 food safety rating, which indicates a high level of cleanliness and safe food management.

Fire safety is well managed in the service. Care staff completed fire safety training and take part in fire drills to practice evacuation. Personal emergency evacuation plans are in place for people so in the event of a fire, people are appropriately supported to evacuate the premises. The provider carries out weekly and monthly fire safety checks and ensure external contractors attend as required to service fire equipment and carry out routine maintenance.



Leadership & Management

Good

People experience good continuity of care as they are supported by an established team who have been safely recruited, trained and are well supported. The manager ensures staffing levels are suitable to meet the needs of people and to sustain a calm and pleasant environment. We saw recruitment processes are robust, ensuring staff employed to work at the service are safe and suitable to work with adults at risk. This process includes completing a disclosure and barring service check and obtaining suitable references. New staff receive an induction which includes the All-Wales Induction Framework to register with Social Care Wales, the workforce regulator. Care staff complete training both face to face and online which enables them to support people with confidence and skill. Care staff receive regular one to one supervision with a senior member of staff and have an annual appraisal of their work. Care staff are encouraged to continue their professional development by gaining further qualifications. Regular staff meetings are undertaken which ensures essential information is shared with care staff and they know what is going on in the service.

At the last inspection, a new manager was in post and had already started identifying areas to be addressed. At this inspection, processes are now well established which means there is effective oversight of all areas of service provision. Regular audits are carried out, so any issues are identified and addressed. We saw where people give feedback about the service, this is listened to and where possible, actioned. The Responsible Individual (RI) for the service supports the manager and reviews audits and particular areas of care delivery as part of their duties. This includes looking at incidents and accidents, staffing, Health and Safety and care and support. This information is further analysed as part of annual quality audits and quality of care reviews to ensure the service is performing well and continues to develop.

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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