



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Plas Gwilym



Plas Gwilym, Victoria Road, Caernarfon, LL54 6HD



01286880442

The inspection visit took place on 26/11/2025

Service Information:

Operated by:	Gwynedd Council Adults and Children's Services
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:	27
Main language(s):	Welsh and 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

Good



Leadership & Management

Excellent

Summary:

People who make Plas Gwilym their home achieve excellent well-being outcomes. Plas Gwilym is an integral part of the community of Dyffryn Nantlle where people live healthily and safely and can make meaningful choices which fosters independence.

People receive excellent care and support. Care Planning is very high-quality, and care plans are designed to be person centred and include people's aspirations and preferences. They are regularly reviewed and updated. Risk assessments promote positive risk management. People benefit from a stable workforce of care staff who provide excellent continuity of care.

Plas Gwilym provides a homely and safe environment where people thrive. The environment is rated good. The building was built in the 1970's and would benefit from modernisation. Facilities and equipment are serviced and well maintained. Health and safety risks and infection risks are mitigated. The garden is safe and secure but would benefit from some attention to make it attractive for people to enjoy.

The leadership and management at Plas Gwilym are excellent. There are high quality governance

and innovative systems in place. The welfare of care staff is important, and induction, supervision, appraisal, core training and specialist training are prioritised. Continuous learning is an important element of the leadership ethos.

Findings:



Well-being

Excellent

People experience excellent wellbeing because Plas Gwilym is engulfed and enriched by the Welsh language and culture. People come from the local area of Dyffryn Nantlle where the majority language spoken is Welsh. Welsh is the first language of the people, care staff, external professionals, family and friends. People live their entire lives through Welsh and continue to do so at Plas Gwilym. Signage in the home is bilingual; however, care plans and daily notes are written in Welsh.

People have fun at Plas Gwilym which enhances happiness and wellbeing outcomes. An activities champion from amongst the care staff co-ordinates plentiful and varied activities to suit people's preferences. Physical activities are designed to help improve physical and mental cognition e.g. various ball catching games and indoor bowls. Activities coincide with events such as Halloween and Children in Need. People enjoy playing games and quizzes on a large interactive touch table. Entertainment at the home is of a high standard involving various artists from the community coming to sing on a regular basis along with local schools. We overheard birthday celebrations taking place at Plas Gwilym which are marked with homemade birthday cake, singing and balloons.

People are enabled to sustain positive relationships. Some people choose to leave the care home for afternoon tea and scones at Yr Orsaf, a community enterprise in the village, where people meet old friends and remain part of their own community. Others take a taxi to Pant Du a local winery and café close to the home. A barbeque was arranged in the summer for residents, family, friends and neighbours. We saw how the front of the building was decked with bunting to make it an attractive and joyful event.

People develop safe and healthy relationships with others in the service and care staff. A family member told us her husband shared with her how he enjoys respite care at Plas Gwilym because the staff treat him with dignity and respect. The family member said, "*He is able to forget he has dementia.*" This gave her confidence to share her caring responsibility with the care staff.

People are enabled to make aspirational decisions by providers who go over and above to help realise individual's choices. We heard how people who call Plas Gwilym "*adra*" "*home*" are supported to return from hospital for end-of-life care. The provider adopts positive risk management by coordinating closely and carefully with key professionals from health and social services to complete thorough assessments of need and contingency planning.



Care & Support

Excellent

People who choose to make Plas Gwilym their home achieve their wellbeing outcomes because of innovative ideas which enhance their care and support.

People receive high quality care and support because the provider performs highly effective assessments. The care home is currently engaged in an innovative joint project with Betsi Cadwaladr Health Board. The Registered Manager and a Trusted Assessor based in Ysbyty Bryn Beryl collaborate to provide accurate and thorough pre-assessments and assessments of need and impact on other people accessing the service. The project promotes appropriate and successful admissions to the home and assists speedy hospital discharge.

The provider exceeds expectations in supporting people with complex needs to remain at Plas Gwilym by seeking to improve their care, support and treatment. By engaging in conversations and building very strong relationships with people and gathering information from other social care and health professionals the provider makes informed decisions regarding people's care needs.

People's care plans are highly personalised and describe their individual needs and preferences. Care plans are up-to-date and maintained to high standard, they are organised and easy to navigate.

The provider drives change where there are opportunities for improvement by openly sharing with the care staff in team meetings and supervision. Records show how care staff are expected to take responsibility for embedding improvements. Handover meetings" take place between night and day staff, in which important information is shared regarding changes in people's care needs.

People's medication is managed safely in accordance with national guidance. The provider conducts audits to ensure best practice. People with capacity are supported to remain independent and manage their own medication when appropriate to do so. Reviews of medication are conducted with the GP on a regular basis. Medication errors are taken very seriously and there is learning around incidents.

People at Plas Gwilym are kept safe from harm and abuse because the provider takes a strong and proactive approach to safeguarding. When safeguarding issues arise, prompt action is taken to protect people. All care staff follow the Wales Safeguarding Procedures; they receive safeguarding training and are aware of their responsibilities to safeguard. People's liberty is protected and safeguarded in accordance with legislation and restrictive practice is kept to a minimum.



Environment

Good

Plas Gwilym is situated in a residential area very close to the centre of Penygroes. The building is old and in need of attention and modernisation however this does not impact on the wellbeing outcomes for people.

People enjoy attractive, comfortable and well-lit communal spaces where they can partake in organised activities, relax with friends or watch television. A dark wood dresser with antique china dogs gives a familiar feel in the lounge. People can sit alone to contemplate or meet with family and friends in inviting sitting areas, carefully dressed with memorabilia such as old suitcases, a radio, photographs and books.

Bedrooms are tastefully decorated and personalised. We saw a bedroom that is lovingly adorned with Father Christmas, Elves and festive lights. People choose their own bedcovers and pictures for their walls. One person has a black and white music themed bedroom along with a record player and LPs. People can gaze out of their bedroom windows onto small birds feeding at seed pods. The dining room is spacious and provides a café experience which lends itself for special celebrations. We saw bunting and balloons strewn across the dining room marking a 100-year birthday. The hairdressing salon with retro style dryers provides people with an authentic experience from days gone by. Bathrooms, showers and toilets are accessible, clean and safe and are designed to allow for dignity.

The technology and equipment used at Plas Gwilym are serviced and maintained in accordance with legislation and guidance. The garden area is secure. Outside spaces are designed with raised beds, however, they need tidying and planting to become attractive and accessible for people to enjoy. People are supported to leave the premises if they choose. Security arrangements are in place at Plas Gwilym. On arrival we were asked to show identification and sign the register. The service provider makes certain the premises conform with current legislation and national guidance concerning health and safety, fire safety, and environmental health and can boast a Foods Standard Agency Hygiene rating of 5 [Very Good].



People experience excellent care and support and achieve their wellbeing outcomes because the provider has strong governance arrangements in place. The leadership team at Plas Gwilym aspires to be excellent and embraces innovative ideas. The provider has developed many bespoke processes and templates to assist with the governance at Plas Gwilym. These initiatives have been recognised and shared with other local authority care homes across Gwynedd.

Managers conduct nighttime “spot checks” to ensure safety and compliance which ensures oversight of the service at all times.

There are policies and procedures in place for the smooth running of the home which includes a complaints policy. Where people have made complaints, the manager has responded promptly and creatively and has engaged with external professionals to achieve a fair outcome based on objectivity and independence.

The welfare of care staff is promoted. Inductions are thorough for new employees. Training and development for care staff is prioritised, and care staff receive effectual supervision and appraisal regularly. All these essential elements, including Social Care Wales registration, is monitored with precision using a system updated by the provider. Care staff recruitment is safe as all pre-employment checks are completed correctly.

Staff retention and continuity of care at Plas Gwilym is outstanding with many staff remaining in their positions for decades. Meetings between management and care staff occur regularly and are recorded. A care worker told us *“Mae staff yn “easy going” a ‘da ni’n gweithio’n dda fel tîm.”* *“Staff are easy going and we work well as a team.”* Another enthusiastically told us *“Dwi ‘di gwirioni dod i’r gwaith.”* *“I love coming to work.”* *“Mae’r staff i gyd yn brilliant”* *“The staff are all brilliant.”* The provider has introduced 12-hour shift patterns for the care staff, and one care worker told us *“Mae’r shifts deuddeg awr yn brilliant, mae’n mynd yn sydyn a ‘da ni efo mwy o amser off i fod efo’n teulu.”* *“The twelve-hour shifts are brilliant, they go quickly, and we have more time to be with our families.”* A family member told us *“Mae’r shifts deuddeg awr yn gweithio’n well.”* *“The twelve-hour shifts work better.”*

The Responsible Individual visits Plas Gwilym every three months and has a strong knowledge of the staff and people residing at the home. The RI visited the home during our unannounced inspection. Supervision takes place with the manager regularly to ensure they are fully supported in their role.

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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