Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Hafan

Ffordd Dewi Sant, Pwllheli, LL53 6EA

01758720671

The inspection visit took place on 08/04/2026

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:	30
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People at Plas Hafan experience good well-being outcomes. People feel well cared for, safe and are happy with the care they receive. People are treated with kindness and respect by a consistent care staff group who know them well and understand their needs. The Welsh language Active Offer is embedded into everyday practice, enabling people to communicate in their preferred language and supporting identity, choice and wellbeing.

Care and support are good because people receive care from consistent and responsive care staff. Care staff know people well and provide care that reflects individual preferences, life histories and communication needs. People are supported to make choices about their daily lives, routines and activities, with appropriate support for independence and positive risk-taking. Care staff identify and respond promptly to changes in people's health and wellbeing. Medicines are managed safely, and people receive care that meets their assessed needs, including dignified end-of-life care.

The environment is good. The building is accessible and welcoming. Bedrooms are personalised, shared spaces support social and quiet time, and dementia-friendly design promotes orientation and independence. Planned improvements are managed to minimise disruption.

Leadership and management are good. Leaders are visible and demonstrate clear regulatory oversight. Governance systems support quality assurance and continuous improvement, ensuring people are supported to live well.

Findings:

Well-being — Good

People living at Plas Hafan experience positive well-being outcomes and feel settled and at home. People appear relaxed, comfortable and at ease within the service. Interactions between care staff and people are calm, respectful and reassuring. Care staff know people well and demonstrate a clear understanding of their life histories, routines, preferences and communication needs. This supports people to feel safe, valued and emotionally secure.

The service takes a person-centred approach that reflects what matters to people. Care staff support people to make choices about their daily lives, including routines, meals, activities and how they spend their time. People choose whether to join activities, socialise in shared areas or spend quiet time on their own. Care staff promote independence and support positive risk-taking so people remain involved in everyday decisions while risks are managed appropriately. This approach supports dignity, autonomy and wellbeing, including for people living with dementia.

The Welsh language Active Offer is embedded into everyday practice and supports people's identity and choice. People communicate in their preferred language and hear Welsh used naturally throughout the service. Welsh language, culture and identity are reflected in conversations, signage and activities, helping people feel understood and at home.

Community engagement enhances people's well-being and sense of belonging. People benefit from strong and well-established links with the local community, including intergenerational activities with a local primary school, visits from community groups and entertainers, and regular outings to local amenities and places of interest. These opportunities promote enjoyment, social inclusion and meaningful connection beyond the service. Activities are varied, inclusive and responsive to people's interests, abilities and energy levels. People enjoy a range of opportunities, including music, bingo, gardening, arts and crafts, themed events, social evenings and exercise sessions using digital technology. Care staff adapt activities to meet individual needs and support engagement in a sensitive and respectful way. Activities promote enjoyment, stimulation and positive emotional wellbeing.

People and families report positive experiences of care. Family members describe good relationships with care staff and express confidence in the support provided. Staff demonstrate pride in their roles and a clear commitment to supporting people to live well at Plas Hafan.

Care & Support — Good

People living at Plas Hafan receive care and support that meet their assessed needs and promote safety, dignity and comfort. People benefit from care delivered consistently by care staff who understand their health conditions, personal histories and individual risks. Staff are attentive and responsive, which helps ensure people receive timely support when their needs change.

Care planning arrangements provide a clear framework to guide practice. Care plans reflect people's physical health, emotional well-being and identified risks, and generally evidence involvement from people, their families and relevant professionals. Care staff demonstrate a good understanding of care plans and use them effectively in day-to-day practice. Changes in people's health, mobility or cognition are recognised promptly, and staff take appropriate action. This includes monitoring changes, seeking professional advice and escalating concerns to ensure people receive the right support at the right time. Care is delivered with compassion, sensitivity and respect. Care staff support people and their families during emotionally difficult times and work closely with professionals to promote comfort and dignity.

The service works constructively with a range of health and social care professionals, including GPs, district nurses, community psychiatric nurses, a consultant psychiatrist and specialist services. This partnership working supports continuity of care and timely access to assessment, treatment and clinical guidance when required. Families report positive communication and feel informed about their relatives' care and wellbeing, which helps build confidence in the service.

Medicines management is effective and provides a good level of assurance. Systems for ordering, storage, administration, recording and disposal of medicines are well organised and followed in practice. Medicines are stored securely, records are accurate and up to date, and guidance for 'as required' medicines support consistent decision-making by care staff. Controlled drugs are managed safely and in line with guidance.

People receive good support to meet their nutrition and hydration needs. Care staff understand individual dietary requirements, preferences and associated risks, including cultural and health-related needs. Meals are home-cooked and people are offered a wide choice at each mealtime. Care staff provide support in a respectful and unhurried manner, encouraging independence where possible. Relatives are welcomed into Plas Hafan and are offered refreshments, contributing to a friendly, inclusive and supportive atmosphere.

Environment

Good

The environment at Plas Hafan is clean, well maintained and suitable for the people living there. Communal areas are light, welcoming and accessible, supporting comfort, safety and social interaction. Bedrooms are personalised with people's own furnishings and belongings, helping to promote familiarity, identity and a sense of home.
Bilingual signage is used consistently throughout the service and supports orientation, independence and inclusion, particularly for people living with dementia. Information is displayed clearly and accessibly, helping people to understand daily routines and activities and to move around the service with confidence.

Facilities reflect everyday community life and support independence and well-being, including an on-site shop and hairdressing salon that promote choice, dignity and identity. A well-stocked, realistic bar resembling a hotel bar is in one of the lounges and provides opportunities for social interaction and enjoyment, supporting a sense of normality. This contributes positively to people's confidence, well-being and sense of normality.

Some internal corridors and external areas show signs of wear or are subject to planned improvement works, including redecoration and garden development. These areas form part of a planned maintenance programme, and the work observed does not negatively impact on people's safety or overall experience of the environment.

The dedicated dementia unit, Tŷ Clyd, is particularly well designed. The layout, colour schemes and furnishings support orientation, reduce anxiety and promote independence. Communal spaces are arranged to allow for both social engagement and quieter activity, and staff use the environment effectively to support meaningful occupation.

Health and safety arrangements provide assurance that risks to people are managed appropriately. Records evidence regular servicing and testing of fire safety systems, emergency lighting, equipment and essential services. Maintenance schedules are in place and contribute to people's safety and wellbeing. The kitchen holds food hygiene rating of five (very good), providing additional assurance around food safety.

Leadership & Management — Good

Leadership and management at Plas Hafan are effective and provide strong direction and governance, supporting safe practice and positive outcomes for people living at the service. Leaders demonstrate a good understanding of their regulatory responsibilities and maintain clear oversight of day-to-day practice. Robust governance and quality assurance systems support continuous improvement and provide assurance that people are supported to live well at Plas Hafan.

Leaders are visible within the service, well known to care staff and people living there, and provide consistent operational oversight. This visibility supports clear communication, responsive decision-making and a positive culture focused on people's well-being and safety.

Staffing arrangements have strengthened through targeted recruitment, reducing reliance on agency staff and improving continuity of care. Rotas evidence planned staffing levels, including appropriate overnight cover, and care staff report that managers respond promptly when additional support is required. Care staff describe feeling supported by leadership and identify a positive team culture where concerns are raised and addressed appropriately. This contributes to care staff stability and consistent care delivery.

The introduction of a structured night-time buddy and welfare check system is an example of good practice. This provides peer support during night shifts, promotes staff wellbeing and strengthens safety arrangements for people using the service.

A comprehensive training matrix is in place, identifying mandatory, role-specific and refresher training requirements are completed appropriately. Leaders monitor compliance and take action to address gaps. Care staff speak positively about training opportunities and feel confident in their skills and knowledge, supporting safe and effective practice in meeting people's needs.

Governance and quality assurance arrangements include audits, provider oversight, supervision and quality monitoring processes. These systems provide a framework for identifying risks, monitoring performance and driving service development. Supervision has been identified as an area for further strengthening, with leaders increasing focus on ensuring supervision is regular, recorded and meaningful. Managers recognise the importance of supervision in supporting reflective practice, staff wellbeing and safe, effective care delivery.

Deprivation of Liberty Safeguards (DoLS) applications are made appropriately and the service reviews restrictions and practices to ensure they remain necessary and proportionate.

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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