



Plas Hedd



Penrhyn Avenue, Bangor, LL57 1LT



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The inspection visit took place on 22/04/2026

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:	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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Well-being at Plas Hedd is good. People experience positive outcomes and feel valued, included and emotionally secure. Care staff promote choice, independence and cultural identity through respectful, person-centred interactions. Communication is calm and attentive. The Welsh Language Active Offer enables participation, while activities support enjoyment, routine and belonging for all people.

Care and support are good. People receive safe, compassionate, person-centred care reflecting needs, preferences and life histories. Care staff know people well. Care planning, safeguarding, risk management and medication systems are organised, consistently applied and reviewed. Effective partnership with health professionals ensures timely assessment, treatment and continuity of support outcomes achieved.

The Environment is good. Premises are clean, comfortable and welcoming, supporting privacy, dignity and social interaction. Communal areas and personalised bedrooms help people feel settled and at home. Safety systems are robust, and indoor and outdoor spaces promote independence, comfort and well-being for everyday living, choice, security and confidence.

Leadership and management are good. The manager provides clear, values-led oversight and is

visible, accessible and supportive. Leadership promotes staff well-being, learning and proactive workforce planning. Governance arrangements ensure accountability, quality assurance and continuous improvement, keeping the service stable, safe and responsive to changing needs, expectations and priorities.

Findings:



Well-being

Good

Plas Hedd promotes people's social, emotional and cultural well-being through consistent, person-centred practice and meaningful engagement. Care staff create a respectful and inclusive environment where people are recognised as individuals and supported in their day-to-day lives. Care staff maintain privacy, show consideration and respect personal values and beliefs. They communicate calmly and compassionately, listen attentively and respond sensitively to what matters most to each person. Interactions are purposeful and supportive, helping people feel understood, valued and emotionally secure. One person told us, "*Staff are brilliant. I get enough food and have put on weight,*" reflecting positive relationships and effective support with health and nutrition. Alongside planned care, care staff engage in natural, impromptu conversations throughout the day, providing reassurance and encouragement. These spontaneous interactions help build trust and support positive, respectful relationships between people and care staff, contributing to emotional security and well-being.

The service demonstrates a strong commitment to the Welsh Language Active Offer. Care staff routinely provide opportunities for people to communicate and participate in daily life through the Welsh language without needing to ask. Cultural well-being is actively promoted through activities that reflect Welsh language and heritage. People and care staff take part together in Welsh language singing sessions using familiar and meaningful songs. People participate with confidence and enjoyment, at a pace suited to their abilities and preferences. These shared experiences support personal identity and promote a strong sense of belonging within the home.

People are supported to have control over how they spend their time and to shape daily routines that reflect their choices. The service provides regular and varied opportunities that promote enjoyment, social connection and familiarity. Group activities encourage shared experiences and companionship, while one-to-one and informal engagement supports people who prefer quieter interaction. Care staff provide clear information and encouragement so people can make informed choices about activities, spending time with others or enjoying quiet time. Choices are respected, and care staff respond flexibly to people's changing wishes. A range of activities reflects people's interests, abilities and well-being needs and is planned in line with individual care plans. Structured activities, such as word games and quizzes, support communication, mental stimulation and routine. Birthdays and traditional events are marked in meaningful ways, supporting personal identity and valued customs. People are also supported by to remain connected with the wider community through local events and fundraising activities, maintaining and a sense of purpose beyond the care setting.



Care & Support

Good

The service delivers safe, person-centred care and support that meets people's assessed needs and promotes positive outcomes. Care is individualised and reflects people's preferences, life histories and abilities. Care staff know people well and provide consistent support. They take time to engage meaningfully, offering reassurance and emotional support, which helps people feel safe, respected and emotionally secure. One relative told us, *"I can relax knowing my parent is well cared for."*

Care planning is well organised and consistently maintained. Individual care files are clearly structured, easy to navigate and up to date. Records accurately reflect people's needs, identified risks and agreed care arrangements. Care plans comprehensively address key areas, including personal care, health needs, medication, mobility, nutrition, continence, communication, cognition and emotional well-being. Regular reviews demonstrate that care staff monitor people's needs closely and respond promptly to changes, supporting continuity of care, safety and personalised outcomes.

Risk assessment and management are effective. The service completes comprehensive risk assessments relevant to people's needs, including falls, behaviour, moving and handling, and health-related risks. These assessments provide practical guidance to support consistent staff practice. Where risks increase, additional measures are introduced promptly to reduce the likelihood of harm. Senior care staff maintain effective oversight, ensuring risks are reviewed regularly and managed in a timely, proportionate and person-centred way. Safeguarding arrangements are robust. Care staff understand their responsibility to protect people from abuse, neglect and harm, and can recognise and respond appropriately to concerns. The service identifies safeguarding risks linked to vulnerability, behaviour or dependency and implements appropriate protective measures. Staff follow safeguarding procedures, receive relevant training and are confident in reporting concerns, contributing to a safe and protective environment. Deprivation of Liberty Safeguards are applied appropriately for people who lack capacity to consent to aspects of their care or supervision. Staff demonstrate awareness of people's rights, and care promotes dignity, choice and the least restrictive approach wherever possible.

Medication management is safe and effective. Robust systems support accurate administration, safe storage and effective oversight. Care staff follow procedures consistently, and records confirm that medicines are managed in line with prescribed instructions. Regular audits provide assurance and support continuous safe practice. Strong teamwork underpins delivery of care. Care staff work collaboratively to prioritise care planning, risk management and review. The service works in partnership with GPs, nurses, and other health professionals, enabling timely access to appropriate medical support.



Environment

Good

The service provides a warm, safe and well organised environment that supports people's comfort, dignity and wellbeing. The building feels homely and welcoming, and people benefit from surroundings that are clean, comfortable and well looked after. Clear systems manage safety, hygiene and maintenance, helping the service run smoothly and reliably. The building is clean and tidy throughout. Communal areas, corridors, bathrooms and shared facilities are well maintained and free from clutter. Cleaning routines are effective and support a pleasant living environment for people and visitors. The service holds a Food Hygiene Rating of five (very good), giving strong assurance that the kitchen and food preparation areas meet high standards of cleanliness and food safety.

Across the building, there is attention to comfort and visual interest. Corridors include seating areas and familiar objects that encourage conversation and help people feel settled. Artwork and themed displays add colour and support people's interests and memories. These features help create a positive and familiar environment. Communal lounges are comfortable and inviting, offering places where people can spend time together or relax quietly. A fully equipped hair salon provides a clean and dignified space for personal care and supports people's confidence and wellbeing. Additional seating areas give people choice about where they sit throughout the day. The service also has an on-site shop designed to look like a local shop. It is clean, well-organised and stocked with everyday items, supporting independence, choice and familiar routines. Outdoor areas extend the living space and provide opportunities for fresh air and relaxation. Seating is available and well maintained, supporting people to enjoy time outside when weather allows.

A newer dementia care unit that offers a high-quality living space. The unit is fully furnished and decorated using calm colours that create a relaxed, homely feel. Seating is comfortable, supportive and well maintained. Bedrooms are bright, spacious and welcoming, supporting privacy and dignity. Many rooms include personal items, photographs and soft furnishings, which help people feel at home.

Safety systems support the environment. Fire alarms are tested weekly, evacuation plans are in place, and regular checks take place for water safety, gas, electrical systems, equipment and appliances. These arrangements help ensure the environment remains safe, comfortable and well managed for daily living.



Leadership & Management

Good

Leadership is effective at the service as the manager provides clear direction and maintains effective oversight of the day-to-day running of the service. They remain visible, approachable and available to care staff, which supports open communication and a shared understanding of expectations. Care staff feel supported and confident in their roles, contributing to positive and consistent experiences for people using the service.

The service is managed with commitment and flexibility. Managers respond promptly to emerging pressures and risks to ensure care remains safe, well organised and focused on people's well-being. They balance operational demands with a strong emphasis on kindness, consistency and staff well-being. This approach supports stability and continuity of care, even during periods of increased demand or change.

Safe recruitment practices are strong and well embedded. Pre-employment checks are completed before care staff start work; this includes verifying identity and employment history, obtaining references and completing appropriate Disclosure and Barring (DBS) and registration checks where required. There is clear oversight of recruitment records to ensure processes remain robust and consistently applied. These arrangements help protect people using the service and provide assurance that care staff are suitable, competent and safe to work with vulnerable people.

Workforce planning is a clear priority for the provider. They recognise that recruiting and retaining care staff remains an ongoing challenge within the service and take proactive steps to manage this locally. They engage with national training programmes, work with local education providers and consider flexible working arrangements to attract and retain care staff. At times, the service relies on agency care staff to meet staffing needs. This is managed carefully by choosing agency care staff who are known to the service wherever possible and ensuring all required checks are completed before they provide care. This supports continuity, consistency and safe care for people using the service.

Managers focus strongly on training and supervision for all care staff. They provide regular supervision, promote reflective practice and ensure care staff can access learning and development opportunities. This helps maintain staff skills, confidence and competence and supports safe and effective care delivery.

Clear governance and oversight arrangements are in place. The manager works closely with corporate teams to review practice, improve records and document decisions clearly. The Responsible Individual (RI) carries out regular visits to the service and provides effective challenge and oversight. RI visits and reports support accountability, identify risks, review quality and drive improvement. These arrangements ensure regulatory responsibilities are met and support the ongoing development of 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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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