



Plas Maesincla



Plas Maesincla, Caernarfon, LL55 1DB



01286672507

Date(s) of inspection visit(s): 7 July 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:	23
Main language(s):	Welsh and 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 Maesincla provides a homely atmosphere for the people living there. They benefit from being cared for by a stable staff group who know their needs well and provide continuity in care. People receive an active offer of the Welsh language and are supported to be a part of the local community. People have a voice and can make daily choices regarding their care. We observed good relations between people and care staff; people are treated with dignity and respect.

People benefit from a clean environment with good infection control practices. There are good facilities in the home, the home is subject to a rolling maintenance programme to keep it of good standard. Health and safety practices are good to ensure people are as safe as possible in the home.

The responsible individual (RI) provides quality reports regarding the service which are in line with the regulations. The RI considers the views of people, families and care staff and integrates this in the future planning of the service. Care staff are up to date with training and supervision and say

they are well supported by managers and enabled to give people good care.

Findings:



Well-being

Good

People have a voice and can influence their care. Personal care plans reflect people's choices and preferred routines. We saw good interactions between care staff and people and first language choices are respected. We heard natural Welsh conversation between people and care staff. There is a board by the entrance of the home with staff photos on it, there is also detail of who works which shift and who speaks Welsh or is a learner. Signs are bilingual and people can access Welsh entertainment and literature. Importance is placed on people remaining part of the local community, and they are supported to spend time with people of importance to them. We noted care staff know people well and people are at ease. A person told us, in Welsh, they are happy in the home, "*hapus iawn yma*". Personal plans demonstrate people can access health care reviews to remain as healthy as possible. People are supported to attend appointments, and the Doctor is called in a timely way when people are unwell. We saw several thank -you cards from families regarding people's care, with such comments as, "*heartfelt thanks for your professionalism, dedication and genuine warmth*".

People live in accommodation that supports their well-being outcomes. People can personalise their rooms to make them homely and can chose their own décor. The home presents as clean and tidy. Corridors are kept clear for ease of walking. Local schools are working on the garden to ensure people have a pleasant space to sit out in good weather. People like to socialise with the school children, and this helps ensure people are part of the local community.

People are protected from abuse and neglect. Records show that care staff receive regular safeguarding training. Care staff can describe local safeguarding protocols and who to contact should they be concerned about a person's care. Personal plans contain core health and safety risk assessments concerning people's care to mitigate risks. We saw a thank you card from a family saying, "*Thank you for keeping him safe and happy.*"



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. People's personal plans are centred around the individual needs of each person. Care plans are regularly reviewed to ensure they remain appropriate for people's needs. People's care is risk assessed to mitigate risks as far as is practicably possible. Senior staff audit aspects of care to ensure a quality service and share findings with care staff to ensure a continually improving service. Personal plans evidence people can access health care assessments and appointments in a timely manner. We observed care staff give care in an unhurried, sensitive way. Call bells are answered quickly to attend to people's needs. People experience continuity of care as there are enough staff recruited and retained by the service to ensure care staff know people and their needs well.

People's medications are safely managed. We saw medicines are locked away safely. Medicine fridges and ambient temperatures are tested regularly to ensure medicines are stored appropriately. Medicine administration records (MAR) are printed and contain people's personal prescription. Care staff sign for medications after safety checks and ensuring the person has taken the medication. A robust audit is kept of the medicines coming in and out of the home. Care staff receive medicines administration training and competency testing.

People are supported to be as safe as is practicably possible. People can access equipment needed for their care which is regularly checked and serviced. Health and safety risk assessments and policies are in place for the building and people's care needs. The service is open in its' dealings and any accidents and incidents are reported to local authorities and Care Inspectorate Wales (CIW).



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment. Records show utilities such as water, electricity and gas have servicing certificates for safe use. The building has insurance which is in date. The food hygiene rating for the home is 5, this is the highest possible. Fire alarms are tested weekly, and care staff have evacuation training. Laundry facilities are compliant to the regulations with a system for keeping clean and dirty laundry separate for good infection control. The home has dedicated housekeeping staff; the home presents as clean and tidy. There are lounges for people to be social in or quieter rooms for rest and relection. There is an outside terrace for sunny days which we saw people using. Gwynedd Council have dedicated maintenance people to work on the upkeep of homes, we saw a logbook showing issues and areas in the home which need addressing, these are reported promptly and are signed off when they have been completed.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. The RI provides quality reports in line with the regulations and visits the home regularly to have over-sight of the service provided. Senior staff say they have supervision and support for their role and can access the training required. People can have an up-to-date Statement of Purpose document which explains the service they can expect to receive, this also gives details regarding concerns should they have any worries regarding the service. The service is open and transparent in its dealings and reports incidents appropriately to local authorities and CIW.

People are supported by staff who have the necessary qualifications and skills. Records show that care staff have regular mandatory training and competency testing for their role. Care staff receive supervision to enable them to have good practice. Care staff spoken with said managers are approachable and supportive. Care staff feel they are enabled to give people good care. Staff records show care staff have appropriate employment checks in place to ensure they can work with vulnerable adults.

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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