



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Plas Ogwen



Plas Ogwen, Bangor, LL57 3PW



01248600752

The inspection visit took place on 06/11/2025

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

Requires Improvement



Leadership & Management

Good

Summary:

People who live at Plas Ogwen achieve excellent wellbeing outcomes because they are treated with dignity and respect. Skilled care staff ensure people are provided with easily understood information which helps them make informed decisions. People enjoy innovative and enriching experiences. The Welsh language and culture are fully consolidated in the service. Plas Ogwen is fully integrated in the community.

The care and support provided is excellent and people achieve their personal outcomes. Personal care plans contain up-to-date and relevant information which accurately reflects the person being cared for. Medication is safely and effectively managed. People are kept free from harm as there is a strong commitment to safeguarding with all staff receiving safeguarding training and following Wales Safeguarding Procedures.

The environment requires improvement. The kitchen needs refurbishment and the garden and

outside spaces need attention and remedial action. People's needs are met with the creative use of inside communal areas which are welcoming and foster independence and spaces for recreation. People's bedrooms are clean, cosy and personalised and are suitably equipped to meet their needs.

Leadership and Management is good. The management group demonstrates strong leadership and a clear vision for the service. Policies and procedures are up to date. Staff retention is outstanding. Supervision and training are prioritised, and care staff successes are celebrated. The provider has strong relationships with relevant multiagency professionals.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People can make their own choices and choose to do things like relax in their rooms, reading, listening to the radio, watching television and entertaining family and friends. One person told us *“Lovely room, I like to write, I have my own desk.”* Others choose to sit with friends in the communal areas. We saw people sat at the dining tables enjoying each other’s company, chatting and laughing together *“Set up da yma” “Lle neis iawn, dwi’n mwynhau y cinio.” “There’s a good set up here.” “it’s a very nice place; I enjoy the dinner.”*

People are offered choices in daily activities. There are Activities Champions amongst the care staff who are responsive to ideas put forward in resident’s meetings e.g. movie night, pamper sessions, baking and singing. An activities newsletter lets people and their visitors know what is planned. We were told by a care worker *“Mae teuluoedd yn licio gwybod be sy’n mynd ymlaen” “families like to know what’s going on.”* There is a strong feeling of belonging at Plas Ogwen and people, care staff and family use the term *“home from home”* to describe the atmosphere within the care home. A person told us *“Staff are lovely here.”*

People experience enhanced wellbeing because their Welsh language and cultural needs are fully catered for and integrated into the service. Plas Ogwen is a care home at the centre of the community of Dyffryn Ogwen. People who live there and the care staff who support them are of this close community which boasts a rich and vibrant Welsh language culture which is reflected in the home. Given Plas Ogwen’s unique placement in the centre of the community people enjoy regular entertainment by the members Cor y Penrhyn, and local country artists, Dylan and Neil, as well a pre-school group. Events at the care home are advertised within the home and on Facebook for family, friends, neighbours and the wider community to attend. Most people and care staff choose Welsh as their chosen language. Plas Ogwen is part of a new initiative for enhancing the experience of care staff who commit to learn Welsh. It involves the teacher and care staff engaging in fun interactive exercises that couple as activities with the people who receive care and support. This involves a collaboration between Canolfan Dysgu Cymraeg, Bangor University, Cyngor Gwynedd and Social Care Wales.



Care & Support

Excellent

People experience very high standards of care and support at Plas Ogwen. A family member told us *“Care staff go the extra mile.”* The provider carries out detailed and highly effective pre-assessments prior to offering a service to determine whether they can meet people’s needs. The manager builds trust and strong relationships with people. We were told by a relative how the manager spends time sitting and reassuring people, especially if the person is anxious or has complex needs. A relative told us how her mother was *“welcomed with open arms.”* People experience excellent personal outcomes because personal plans are highly personalised and individual preferences and requirements are explicit. Care staff record people’s feelings and thoughts about their care and daily activities in their own words. A family member told us how reassuring it is to hear their parent’s voice when they are unable to visit *“Every time I phone they will quote my mum with her exact words.”*

People are cared for by highly skilled and supportive care staff who understand their individual needs, their values and beliefs. People are often supported by people who they know. A relative told us *“Everything she needs, they do.”* The provider invests in relationships with a range of professionals including social care services, health and mental health specialists. We saw how the provider is proactive and advocates on behalf of people by facilitating multidisciplinary meetings at the care home. The provider exceeds expectations and pushes for additional support for people, when it is in their best interest to remain at Plas Ogwen.

People’s medication is safely managed in line with national guidance and the service provider’s medication policy. Medication is stored safely, and medication audits take place to ensure standards are met. The medicine’s champion has instigated new systems to ensure safe administration and best practice by the other care staff. People are protected from infection as the provider complies with the relevant laws and guidance. Infection control and equipment champions ensure high standards are achieved in assessing, managing and preventing risk of infection. People are protected from harm and abuse by care staff who understand the importance of safeguarding and their safeguarding responsibilities and carefully follow the legislation and national guidance. The provider acts quickly and decisively to protect people when safeguarding issues arise.



Environment

Requires Improvement

People live in a safe environment but improvements to the kitchen and external space are required. On arrival to the service, we found the main entrance secure, and our identification was checked before we were permitted entry. We conducted a tour of the building and found it safe with hazards reduced as far as possible. There is a fire risk assessment in place and fire alarms are tested regularly.

The kitchen furniture and equipment in the service falls short as they are not maintained as needed. A care worker told us *“The building needs updating especially the kitchen.”* The gardens and outdoor areas are not maintained, are inaccessible and unattractive. The provider does not actively seek alternative ways to facilitate access to outside space. Whilst there is little impact on people using the service, we advised the provider that these are areas that need improvement, and we expect them to take action. We were given assurances that Plas Ogwen has been granted the finance to refurbish the kitchen and in addition has been awarded a substantial and significant climate change grant to upgrade the care home, work will commence early 2026.

The service provider makes certain that the premises comply with current legislation and national guidance of health and safety, fire safety and standards and has attained a Food Hygiene rating of 5 (Very Good).

People can be assured they live in a suitable environment. The provider is innovative in their design and use of communal living space which enhances people’s privacy, dignity and independence. There are spacious, well lit, well decorated communal lounges suitable for recreation and activities. There is “Siop Bach”, a shop selling essential toiletries and sweets and a cosy tearoom for people to relax with each other or entertain family and friends and enjoy a realistic café experience. There is also a dedicated, comfy and well-resourced area for people to sit and contemplate, read or listen to music. Paintings and photographs of local mountain scenery by local artists are hung in communal areas and corridors, providing a strong sense of place. Bedrooms are roomy and light and provide space for a single bed and some offer space for a dedicated sitting area where people can choose to relax on their own or entertain visitors. Most people have chosen to personalise their rooms. We saw how one person had brought a desk, bookshelves and radio and others had provided their own soft furnishings. Bathrooms, showers and toilets are clean and are designed to be safe and accessible to people.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements in place. The leadership team has outstanding oversight and strong governance arrangements in place. The Responsible Individual visits regularly and conducts effective quality monitoring. Improvements are made based on the information gleaned during audits and feedback from people receiving care, their families and care staff. Resident's meetings take place regularly and include family members. Their views are recorded and their wishes regarding activities are acted upon. Care staff meetings are held on a consistent basis. We read records for these meetings and saw actions are identified and followed up. There are policies and procedures in place for the smoother operation of the home and people have access to a complaints system should they be unhappy with their care.

People are supported by care staff with the necessary skills, expertise and qualifications to meet people's needs. The management team at Plas Ogwen promotes leadership skills for staff throughout the care team. Staff development, preparing for leadership and future proofing the workforce is promoted at all levels using various methods including formal qualifications, the use of Care Champions and the Academi Gofal Gwynedd which gives opportunity for care workers to be mentored by experts in various aspects of care work. The service provider celebrates care staff achievements, and individuals are put forward for accolades. Retention of care staff at Plas Ogwen is excellent with many remaining in their roles over decades. There is a stable bank of reliable and well-trained relief workers to cover for sickness and any emergencies. As a result, continuity of care is exceptional.

A care worker told us the employees at Plas Ogwen are *"Good carers who really care."* Another told us *"I would recommend to others to come and work here."* Care staff feel confident raising issues in staff meetings or with their managers as there is a positive culture of openness. They are aware of their duties about safeguarding and whistleblowing. Care staff receive regular supervision and appraisal. We saw that training and development is prioritised by the provider. Care staff are given effective induction and continuous training. They receive regular one to one supervision and are appraised annually. A care worker told us *"I feel well supported and taken seriously; they are good employers."* A care worker told us that the manager tells them how important their work is.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The issues identified with the kitchen pose a potential health and safety risk to staff and may impact on the the number of choices available to people about what they want to eat. People do not currently benefit from an accessible and pleasant outside space where they can relax and enjoy the fresh air. This could have a negative impact on their overall enjoyment and wellbeing.	06/11/25

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*