Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Y Don

Plas Y Don Residential Home, Bro Heli, Pwllheli, LL53 5BD

01758612123

The inspection visit took place on 13/05/2026

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:	28
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 experience good well-being at Plas Y Don. Care staff create a warm, welcoming atmosphere and develop positive, respectful relationships with people. Individuals feel listened to and valued, and they contribute to decisions through meetings and everyday choices. People take part in meaningful activities and maintain connections with family, friends and the wider community.

People receive good care and support that is person centred and responsive. Care staff use clear, detailed care plans and review them regularly. They involve health professionals to support physical and mental health. Care staff assess and manage risks effectively and follow safeguarding and medication procedures that promote safe, consistent practice.

People live in an environment that is clean, comfortable and homely. Communal areas are welcoming, well maintained and support social interaction. Facilities meet people's needs and enable independence in daily routines. Indoor and outdoor spaces provide pleasant surroundings where people can relax, spend time with others and enjoy a sense of familiarity and security.

Leadership and management are good, with proactive managers providing clear direction. Managers are visible and support care staff to deliver quality care. Governance systems and oversight arrangements monitor performance and drive improvement. Training and supervision support staff development and maintain consistent, effective practice across services.

Findings:

Well-being — Good

People living at Plas Y Don experience good well-being. The service provides a warm, friendly and welcoming environment where people feel safe, valued and respected. Care staff interact with people in a kind, patient and considerate manner, creating a calm and positive atmosphere throughout the home. Residents appear comfortable and at ease, and visitors receive a warm welcome, supporting people to maintain important relationships with family and friends.

The service actively promotes the Welsh language and meets the requirements of the Active Offer. Most care staff speak Welsh and support people to communicate in their preferred language. This strengthens people's sense of identity, belonging and cultural connection, ensuring they feel understood and respected in daily interactions.

People build trusting relationships with care staff who understand their needs and preferences. Care staff provide reassurance, encouragement and companionship throughout the day. People feel confident approaching care staff for support or conversation, which strengthens their sense of security and promotes emotional well-being. People have opportunities to express their views and influence decisions about their daily lives. Residents' meetings take place regularly and provide a forum for discussion about food, activities and routines. Care staff listen carefully and act on feedback, ensuring people remain involved in shaping the service.

People take part in a wide range of enjoyable and purposeful activities, including live music, singing, crafts and group events. Cultural and religious celebrations are recognised and valued. People also access their local community through visits and outings, which support social interaction and maintain links with familiar places. A mobile shop visits the home, supporting independence and enabling people to choose items for themselves.

The service supports personal choice and dignity through access to hairdressing. A hairdresser visits regularly, and some people choose to arrange their own appointments and use the on-site salon. This supports individuality and promotes well-being. The service continues to expand opportunities that promote inclusion and emotional well-being. People stay involved in daily life and develop a sense of purpose through positive interactions and shared experiences within the home and wider community. Care Staff promote choice and independence in everyday living, enabling people to maintain personal routines and preferences. Managers take a proactive approach to enhancing well-being. They seek feedback, strengthen community links and introduce new opportunities for engagement. Care staff encourage participation, nurture relationships and celebrate achievements, supporting people to enjoy fulfilling, active and enriching lives.

Care & Support — Good

People living at Plas Y Don receive good care and support that meets their needs and promotes their safety, dignity and independence. The service completes thorough pre-placement assessments to ensure it can meet people's needs before admission. These assessments consider physical health, mobility, emotional well-being and personal preferences, supporting informed and appropriate decisions about placement. Care staff deliver person-centred care based on detailed care plans that reflect individual preferences, life histories and "what matters" information. Care plans remain current and are reviewed regularly to reflect changing needs. Care staff monitor people's physical and mental health and work closely with health professionals, including GPs, community nurses and occupational therapists, to ensure co-ordinated and responsive care.

The service uses appropriate legal frameworks, including Deprivation of Liberty Safeguards, to support people safely. Care staff complete risk assessments and manage identified risks effectively, enabling people to maintain independence where possible. Care staff use equipment confidently and safely, supported by relevant training and guidance. Care staff monitor weight, hydration and overall well-being and respond promptly to any changes. They support people in a consistent and respectful manner, working with professionals to understand individual needs and promote positive outcomes.

Medication systems support safe and effective practice. Care staff complete training and competency assessments, and regular checks ensure medicines are administered correctly. Safeguarding procedures are well understood, and care staff act promptly to protect people from harm.

Managers take a proactive approach to maintaining care quality. They review care records, support care staff and work closely with partner agencies to ensure care remains responsive and effective. This approach promotes consistency and continuous improvement. One relative told us, "*The staff know my relative well and always take the time to support them properly*." Care staff understand people as individuals and provide care that promotes comfort, respect and reassurance. Effective communication between care staff supports continuity of care, and structured handovers ensure important information is shared clearly, enabling care staff to respond consistently and safely to people's needs each day. They observe changes in presentation and respond promptly, seeking additional support when required. Care staff maintain clear records and use this information to plan and deliver care effectively. They encourage independence and dignity while providing appropriate support, ensuring people feel secure and confident in their daily lives within the service every day and continue to promote positive outcomes for everyone receiving care.

Environment

Good

People living at Plas Y Don benefit from an environment that is clean, safe and comfortable, supporting their well-being and daily routines. The home provides a warm, welcoming and homely atmosphere, with communal areas arranged to promote relaxation and social interaction. Seating areas are comfortable and positioned to encourage conversation, enabling people to spend time together or enjoy quieter spaces according to their preferences. The conservatory offers a bright and pleasant environment where people can sit, relax and enjoy views of the garden. Décor reflects a strong sense of identity and place, with local photographs, familiar items and bilingual materials supporting connection to the community and culture.

Recently completed painting and decorating throughout the home enhances the overall appearance and maintains a fresh, well-presented environment. Displays of activities and events show an active setting and reflect how people remain engaged in daily life. Facilities meet people's needs effectively. The kitchen is clean, well-organised and maintained to a high standard, supported by a food standards agency rating of five (very good). The hairdressing salon provides an authentic and positive experience, promoting dignity, independence and personal choice. A mobile shop is available within the home, enabling people to browse and select personal items, supporting independence and enhancing daily living.

Outdoor areas are tidy and accessible, with seating available for people to enjoy fresh air and spend time outside. Garden spaces, including raised beds and a potting shed, provide opportunities for participation in gardening and outdoor activity.

Health and safety arrangements are strong and well managed. Regular checks of equipment, including electrical testing, ensure safety for people and staff. Fire safety systems are in place and maintained, including routine testing of alarms and emergency lighting, supporting a safe environment.

Care staff maintain high standards of cleanliness and ensure spaces remain uncluttered and easy to navigate, supporting independence and safety. Bedrooms provide private areas that people personalise, promoting comfort, familiarity and ownership. Managers take a proactive approach to maintaining and improving the environment. They identify areas for development and plan enhancements to maintain high standards. People move freely around the home and access shared spaces confidently, supporting independence and participation in daily life.

Leadership & Management — Good

Leadership and management are good. The service operates in an open, transparent and proactive way. Managers are visible within the home and create a positive culture where care staff feel supported and valued. Governance systems are effective and support the delivery of safe and consistent care. Regular staff meetings take place and focus on improving practice, sharing learning and strengthening teamwork across the service. This approach supports clear communication and ensures staff understand expectations and responsibilities.

The Responsible Individual provides effective oversight through regular visits and engagement with the service. Reports cover key areas including care, staffing, safeguarding and health and safety, supporting accountability and ongoing improvement.

Managers take a proactive approach to identifying opportunities for development and improvement. They respond to feedback from people, relatives and care staff and use this information to strengthen the service and improve outcomes. They promote reflective practice and support learning to maintain high standards of care. Care staff receive structured induction and ongoing training that supports their roles and responsibilities. Training is planned and monitored to ensure care staff maintain competence and confidence in their work. Supervision provides opportunities for discussion, guidance and development, supporting consistent practice.

Staffing levels are managed effectively to meet people's needs and maintain continuity of care. Managers respond to changing needs and ensure sufficient care staff are available to deliver safe and reliable care each day. Recruitment processes support the development of a stable workforce. Monitoring systems are in place to review the quality of the service. Audits and checks provide assurance that standards are maintained and support continuous improvement. Findings inform action and contribute to service development.

Managers communicate clearly with care staff and provide direction that supports safe and effective practice. One member of the care staff told us, *"There has been a lot of hard work, and standards have improved across all areas."* The service demonstrates a strong commitment to maintaining quality and supporting care staff to deliver positive outcomes for people. This approach supports stability, promotes confidence and ensures the service continues to develop and improve over time while providing safe and effective care each day for all people living at Plas Y Don. People benefit from a service that values improvement, accountability and clear communication. Care staff work together effectively and support one another to maintain standards. Managers remain responsive and ensure systems operate reliably and consistently across the service to meet standards consistently.

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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