



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Tan Y Marian



Morfa'r Garreg, Pwllheli, LL53 5BB



01758613810

Date(s) of inspection visit(s): 5 September 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
Registered places:	9
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:

Tan Y Marian provides a comfortable home for the people living there. People benefit from being cared for by a stable staff group who know their needs well. People are supported to maintain their independence and remain a part of the local community. People spoken with feel safe in the home and have good relationships with care staff. People can access a variety of activities and many attend day care services. People can influence their care and environment through daily choices and can access advocacy if they need it. The home is compliant to the regulations regarding people's wellbeing and provide them with a good service.

People receive the care and support they need. People can receive care through the medium of Welsh if they wish. People receive regular reviews from health care professionals and have their medications reviewed. Care staff give kind, sensitive care and can anticipate people's needs. Medication administration and storage is good. People spoken with are happy with the care and

support they receive. The service is compliant to care and support regulations and are of a good standard.

The home presents as clean, comfortable and tidy. People have choices regarding the décor of their rooms and have personal possessions around them. The home is close to local amenities, beauty spots and transport which people say they enjoy. Health and safety policy and procedures are in place for people's safety and, overall, the standard of the environment is good.

The responsible individual (RI) visits the home regularly and provides quality of care review reports in line with the regulations. Senior staff feel supported and can access training and supervision to help them in their role. Care staff retention is good and employment safety checks are in place. Care staff spoken with feel well supported and trained and feel senior staff are approachable. The standard of leadership and management is good in the home.

Findings:



Well-being

Good

People are supported to be healthy and safe and have choice and control over their lives. We saw people are enabled to be as independent as possible. People can choose to go to day care services, or not. A person told us they have a lot of daily choices, they told us in Welsh that the care staff are very good and will take them out for the day if they want, “*mae’r staff yn dda iawn hefo fi, eith nhw a mi allan am y dydd os dwi’n dewis.*” People have hobbies and collections, and care staff take them shopping for materials. People are supported to remain in contact with family and friends, a person told us they were happy after a visit from their family and enjoyed seeing them. The home offers a full offer of the Welsh language; we heard many conversations in Welsh between people and care staff. We saw people watching S4C on the television in the main lounge. People are included in planning their care, we saw from personal plans, they can access advocates if they need one to speak on their behalf. People are supported to be healthy with nutritious meals which they can help to prepare for themselves if they are able. People have regular reviews from health care professionals, and the outcomes are carefully recorded in their personal plans. People have risk assessments included in their plan of care to mitigate risks where possible and keep them safe. The service provides a written guide for people, this is available in an easy read format, it provides instruction if people wish to raise any concerns regarding their care.

People live in a home which enables their chosen wellbeing outcomes. Rooms are personalised to a high degree, they differ according to a person’s needs from an independent flat, to a room with their own lounge, and rooms with ceiling hoists for people with moving and handling needs. We saw a person’s room was being decorated, they had chosen their own paper and paint. People have their own things around them to feel homely. People can choose to be sociable in the main lounge, and share a dining experience, or eat in their own rooms. People spoken with are very happy with their rooms and said they are comfortable.

People are safeguarded from abuse and neglect. Care staff are aware of local safeguarding procedures should they be concerned about a person’s care. We saw from training records that they are updated in safeguarding training. People receive support with their communication needs, this is documented in their personal plan and can access support and advocacy should they wish to raise a concern.



Care & Support

Good

People receive the care and support they need to achieve personal outcomes. Personal plans reflect the person's preferences, needs and aspirations. People's histories are documented in the plans and details people, places and dates of importance to the person. People attend various activities of importance to them and are supported by care staff to do so. People can remain a part of the local community and are supported to go out and about and use local amenities. People can access equipment needed for their care; we saw evidence that these are regularly serviced to ensure people's safety. Personal plans show people have timely health care reviews to keep them healthy. We saw people are assisted to attend hospital appointments and access dental, chiropody and eye appointments. A person had undergone an operation, we saw they have adequate equipment, review and support to aid their recovery. Their room has been adapted to accommodate changing mobility needs. People spoken with told us they have daily choices regarding their care and what they wished to do with their day. We observed care staff giving people kind and sensitive care and supporting people using communication methods understood by the person. People benefit from continuity of care from the stable care staff group some of whom have worked in the service for some time.

People's medications are safely managed in the home. Medication practices are audited by senior staff and the results shared with care staff to ensure continually improving practice. Senior staff told us they have good support from the local chemist and can obtain prescriptions for people in a timely way. Medications are stored in a locked room and within locked cupboards and a trolley. Temperatures are tested daily within the medicines room to ensure medications are stored at optimum level. Care staff receive medicine administration training and competency testing to enable good practice. There is a robust process for receiving medicines into the home and for disposing of medicines. Medicine Administration Records (MAR) are completed appropriately and contain the expected information.

People are protected from harm and abuse. Care staff have access to a whistleblowing policy to support them in raising any concerns regarding people's care. Care staff spoken with said senior staff are approachable and supportive. The policy is reviewed and updated regularly. Senior staff report any incidents and accidents that affect people or the smooth running of the service to Care Inspectorate Wales (CIW) and local authorities in a timely manner.



Environment

Good

People live in an environment which supports their chosen outcomes. Rooms are chosen according to people's needs and are adapted as people's conditions change. People have choices and can influence the décor of their rooms. People are encouraged to feel at home and be as independent as they are able within the environment. There is a communal lounge if people wish to be sociable or remain in their rooms for peace, rooms are sizeable, light and airy. There is an area to sit outside on a nice day. The surrounding area is on flat land and people can easily go for a walk and are assisted if they have mobility challenges. The home is clean and tidy. Walkways are kept clear of obstacles to mitigate any falls risks. Fire alarms are tested weekly, and care staff are trained in evacuation procedures to help people effectively in an emergency. People have a Personal Emergency Evacuation Plan (PEEP), to ensure their safe evacuation in event of a fire. This document is personalised to the individual and records if they have any communication, sensory or mobility issues. People can receive a laundry service or can attend to their washing independently. Infection control practices are good in the home and care staff have access to Personal Protective Equipment (PPE) should they need it. Utility checks are in place and are within date such as electricity, gas and water which are tested and certified. There is an ongoing maintenance plan in place to address any issues in the building and ensure the environment is comfortable and dignified for the people living there.



Leadership & Management

Good

People are enabled to achieve their outcomes as the provider has good oversight of the service. The RI visits the service regularly and provides reports in line with the requirements of the regulations. The RI considers the opinions of people, staff and families when compiling a report and anticipates the future needs of the service regarding care, staffing and the environment. Senior staff say they feel well supported by the RI and can access training and supervision. There is a Statement of Purpose document in place which is available bilingually. This explains what people can expect from the service and helps inform their choice before receiving a service. People can access support to understand the information presented if they require it. Policies are available for staff to help them in their role; these are reviewed regularly to ensure the information contained in them is within date. Senior staff audit aspects of care and the environment to share with the RI and care staff to ensure good standards are provided for people.

People receive care from a stable staff group who receive regular supervision and training. Training and supervision records show care staff receive supervision and training in line with the regulations. Care staff spoken with confirmed they receive training and supervision and feel they are enabled to give people good care. Care staff told us senior staff are approachable and supportive. Employment records show care staff are safely recruited with appropriate checks in place to ensure their suitability. Rotas reflect the numbers of care staff promised on shifts in the Statement of Purpose document providing people with continuity in care.

People receive a sustainable service. Senior staff say there is budget available for care staff training and recruitment. There is a maintenance plan in place to ensure the building is in good order inside and out. Fresh produce is purchased weekly to ensure people receive nutritious meals. Soft furnishings, furniture and equipment are replaced as is necessary.

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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