Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Cwmcynfelin Ltd

Plas Cwmcynfelin, Clarach, Aberystwyth, SY23 3DN

01970623783

plascwmcynfelin.co.uk

The inspection visits for this service took place between 10/09/2026 and 17/09/2026

Service Information:

Operated by:	Plas Cwmcynfelin Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people with a physical disability, Care and support for people living with dementia
Registered places:	53
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	Excellent
Leadership & Management	Excellent

Summary:

Plas Cwmcynfelin Limited is a well-established care home where people achieve excellent outcomes because they receive highly personalised care and support from a skilled, committed and well-supported staff team. People are treated with dignity and respect and are encouraged to make choices about their daily lives. They maintain important relationships, take part in meaningful activities and are supported to achieve their personal goals and aspirations.

People benefit from an excellent environment that is warm, welcoming and homely that promotes independence, choice and well-being. Bedrooms and communal areas reflect individual preferences, and the gardens provide opportunities for relaxation, recreation and meaningful occupation. Welsh language and culture are embedded throughout the home and support people to communicate in their preferred language.

Leaders are visible, approachable and provide excellent leadership. They work alongside care staff, promote a positive culture and invest significantly in workforce development. Staff receive

extensive training and support to develop their skills and careers, which has a positive impact on outcomes for people. Robust governance and quality assurance systems ensure the service is continually reviewed and improved.

Care and support is excellent. Professionals, relatives and people living at the home consistently speak positively about the quality of care, communication and leadership. The home demonstrates a clear commitment to continuous improvement and delivering high-quality, person-centred care

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because they are treated with dignity and respect and are supported to have choice and control over their daily lives. We found a strong, person-centred culture where care staff know people exceptionally well and encourage them to maintain independence, relationships and interests. People can attend a meeting every 6 weeks for discussion about life in the service or they can speak to the Responsible Individual (RI) who is present in the home daily. We saw people confidently engaging with the RI. People told us they enjoy living at the home, have plenty of choices regarding food, activities and daily routines, and are confident staff listen and respond to their wishes. One person told us, *"We ask and it's delivered for us."* Another said they *"couldn't ask for a nicer place."*

People benefit from meaningful opportunities that reflect their interests and preferences. We saw "This is me" forms identifying individual preferences of people which are then reflected and built upon in personal plans. Activities include reminiscence sessions, exercise programmes, art, music, aromatherapy, community outings and the use of interactive technology designed to support engagement for all. People maintain family relationships, visit the community and contribute to gardening projects. Several people told us they enjoy spending time with family, including overnight visits and supported outings. Another family member told us how people were supported to make telephone calls to celebrate special events like birthdays.

We observed warm, relaxed and respectful interactions between care staff and people. One nurse spent time socially engaging with people living with dementia over morning tea, promoting meaningful interaction and emotional well-being. Staff act upon the achievements of people. One person had previously written a book and staffed worked hard to source and purchase the book to celebrate this achievement. People took part in the recent local show where participants won prizes for their artwork, and this was also celebrated.

People's rights, choices and aspirations are promoted through personalised planning and effective partnership working with families and professionals. Healthcare professionals consistently describe the service as welcoming, responsive and committed to achieving positive outcomes for people. Staff work proactively with external specialists to support rehabilitation, mobility and emotional well-being. Some people returned to living in their own homes, demonstrating the service's commitment to supporting people to reach their personal goals

Welsh language and culture are embedded throughout the service. Welsh-speaking people are supported to communicate in their preferred language, documentation is available bilingually and staff are encouraged to develop Welsh language skills.

There is a strong culture of openness. People, relatives and professionals speak highly of approachable leaders who listen, act on feedback and ensure people feel valued, safe and supported to live fulfilling lives.

Care & Support — Excellent

People receive excellent care and support because care staff have a thorough understanding of their individual needs, preferences and aspirations. Personal plans are person-centred, regularly reviewed and updated promptly when needs change. We reviewed records that clearly demonstrate health needs are identified and acted upon quickly, with recommendations from health and social care professionals reflected in the personal plans and daily practice. Individuals and their families are involved in regular reviews, and communication with representatives is consistently well documented. Families commented how the excellent communication made them confident in the care people receive.

People benefit from highly effective partnership working. Professionals consistently described communication as excellent and told us staff share information promptly, seek specialist advice and act quickly on recommendations. We saw evidence of ongoing involvement from nursing, therapy, social work and rehabilitation professionals, including exercise physiologist assessments that inform mobility plans and falls prevention strategies. Professionals consistently told us care staff know people exceptionally well enabling care to be responsive to changing needs and help people achieve positive health, mobility and well-being outcomes.

People receive care from care staff who are skilled, knowledgeable and responsive. Staff continually update their skills through mandatory training organised by the RI as well as being supported in pursuing their own professional interests. For example, one staff member has completed a masters in Palliative and End of Life Care and now provides support to the care team. A staff member said *"Training is very good as it gives me the skills and knowledge to care for people and do my own research especially with dementia"*

Staff described a whole-team approach to identifying changing needs and ensuring concerns are acted upon promptly. Records show clear communication between care staff and nurses, supported through detailed information within the handover book. This information is transferred to daily records and personal plans. Staff said, *"we do it straight away, so we don't miss anything"* Communication is supported by three verbal handovers each day.

People are protected from harm because staff understand safeguarding responsibilities, respond promptly to concerns and use learning from incidents to improve practice. Staff demonstrate a clear understanding of their responsibilities, have completed up-to-date training and are confident in reporting concerns. Accident & Incident records are monitored effectively, with trends analysed to identify opportunities for improvement and further staff training.

Medication management is a particular strength. Accurate medication administration records, robust auditing processes, competency assessments and ongoing oversight help ensure medicines are administered safely. The medication room is exceptionally organised, and records demonstrate

staff consistently follow the provider's medication policies.

People achieve positive outcomes because care is highly personalised and responsive. Partnership working with families and professionals ensures changing health needs are identified quickly, and support is adapted without delay.

Environment — Excellent

People benefit from an environment that not only meets their needs but enhances their quality of life and well-being. The home is clean, well maintained and welcoming, with a variety of communal and private spaces that allow people to spend time alone, socialise with friends and family, or participate in activities of their choice. We found the environment has a warm and homely atmosphere, supported by thoughtful furnishings, fresh flowers and décor that reflects the needs and preferences of people living at the home.

People are encouraged to personalise their surroundings and create spaces that feel like home. Bedrooms contain personal furniture, photographs, ornaments and treasured belongings. Staff demonstrate a genuine commitment to supporting individual preferences. For example, shelving had been installed to display valued ornaments, and bird feeders have been positioned outside windows to attract wildlife. We observed people enjoying watching the birds throughout the day. One person particularly enjoys sitting by the window overlooking the surrounding views while observing the visiting birds, which contributed positively to their sense of well-being and enjoyment.

The environment promotes independence, choice and social engagement. Multiple communal areas allow people to choose where and how they spend their time rather than remaining in their bedrooms. The extensive gardens provide opportunities for recreation, relaxation and meaningful occupation. People are involved in gardening activities, growing vegetables, caring for plants and maintaining flower beds. A newly installed summer house and plans for accessible pathways demonstrate the provider's continued commitment to improving outdoor spaces and ensuring people of all abilities can enjoy them.

People are supported by effective systems that ensure a safe environment. We reviewed records relating to fire safety, health and safety, equipment servicing and maintenance. Required checks are completed consistently, including fire drills, equipment servicing, mobility equipment checks and environmental audits. The provider has identified and planned significant investment in upgrading the fire alarm, call bell and electrical systems while maintaining appropriate risk management arrangements throughout the work.

The home is equipped to meet a wide range of needs. Specialist equipment is available where required, while a variety of seating, lighting and furnishings support comfort and independence. Kitchens are clean, organised and responsive to people's preferences and dietary requirements. We also found the medication room to be exceptionally well organised, clean and safely maintained, reflecting the provider's attention to detail and commitment to quality. Overall, people live in an environment that is safe, personalised, well maintained and designed to support positive outcomes.

Leadership & Management — Excellent

People achieve excellent outcomes because the service benefits from strong, visible and highly effective leadership. The RI, also the registered manager, is present in the home every day and has developed a culture based on practice leadership principles. Leaders work alongside care staff, provide real-time coaching, guidance and support, and have a detailed understanding of people's needs, families' expectations and staff development requirements. This visible approach enables the RI to identify issues promptly; support staff effectively and continually improve outcomes for people.

There is a very strong commitment to continuous improvement and quality assurance. The RI and senior staff undertake comprehensive audits of personal plans, care records, medication, accident/incidents, environment and health and safety systems. Findings are shared promptly with staff through meetings, supervision sessions and daily communication systems, ensuring improvements are implemented without delay. We found the provider's quality review processes, regulatory requirement visits and quality of care reports accurately reflected the service we observed and demonstrates excellent oversight of the home.

People benefit from a positive and inclusive culture where staff feel respected, valued and supported. Staff consistently described the home as "one team", a "big family" and a place where everyone works together to achieve the best outcomes for people. Staff told us managers are approachable, listen to their views and act on concerns raised. We found strong evidence of a learning culture where staff are encouraged to challenge practice, share ideas and contribute to service improvements. For example, following specialist dementia training, staff were supported to implement changes to the environment and care approaches to better meet people's needs.

The provider demonstrates exceptional commitment to staff development and investment in the future workforce. In addition to mandatory training and qualifications, staff are actively supported to pursue individual interests and professional aspirations. Examples included support for advanced Social Care qualifications, degree-level nursing studies, master's qualifications in palliative and end of life care, and specialist dementia training. One nurse has been supported to develop advanced expertise and now provides additional training to colleagues, strengthening skills across the service.

The provider has also invested significantly in developing nursing education within the local community. Leaders and staff undertook additional training to become a recognised placement provider for university nursing students and access to nursing programmes. This initiative promotes careers in older people's nursing, creates development opportunities for staff and enables experienced workers to share their skills and knowledge with the next generation of professionals. This demonstrates a commitment not only to the people living in the home today, but to improving

the future workforce available to support older people.

Recruitment, supervision and workforce management systems are robust. Staff files evidence appropriate recruitment checks, qualifications, registrations and disclosure checks. Staffing arrangements are carefully planned to provide continuity of care and maintain staff who know people well. Formal supervision takes place regularly, supplemented by daily support from leaders who are consistently present within the service.

People, relatives, staff and professionals described leaders as accessible, responsive and caring. Their strong values, commitment to investment, and highly visible practice leadership approach have created a culture where people are valued, staff are empowered and high-quality care is consistently delivered.

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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