Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Elan Specialist Residential Care Service

Leicester House, Aberfan Road, Merthyr Tydfil, CF48 4QN

01443691724

The inspection visits for this service took place between 21/07/2026 and 22/07/2026

Service Information:

Operated by:	Elan Assisted Living Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Elan Specialist Residential Care Service provides care and support for people with learning disabilities. The service offers accommodation for up to five people. Located in the village of Aberfan, the home benefits from close proximity to local amenities and community facilities, all of which are within walking distance.

People experience good well-being outcomes. Staff have a thorough understanding of the people they support, including their preferences, needs, and what is important to them. They are knowledgeable about the most effective approaches to delivering personalised care and support. People are encouraged and empowered to make daily choices and decisions about their lives.

Care and support is good. Care documentation is person-centred. Care documentation is reviewed regularly and updated as required to reflect changes in needs. Risks to people's health and safety are appropriately assessed and managed. People have timely access to appropriate healthcare professionals and services to support their ongoing health and well-being.

The service is well-led and has a positive culture of promoting the well-being of supported people and staff. There are governance and quality assurance systems in place helping the service

operate smoothly. Care staff receive training relevant to the needs of the people they care for and say they feel supported in their roles.

People live in an environment that is suited to their needs and promotes their comfort, safety, and well-being. The home is clean, well maintained, and provides a welcoming and homely atmosphere. The provider has effective arrangements in place to ensure the premises are kept in good condition.

Findings:

Well-being — Good

People are encouraged and supported to make choices about their daily lives, promoting independence, autonomy, and personal control. We saw people are able to personalise their bedrooms according to their individual tastes and preferences, creating environments that reflect their personalities and tastes. People are actively involved in planning their daily routines and are supported to make decisions about matters that are important to them, including meals, social activities, and holidays. This person-centred approach helps to ensure people's preferences, wishes, and aspirations are recognised and respected.

People are protected from harm, abuse, and neglect. Care staff are recruited in accordance with regulatory requirements, with all the required pre-employment checks undertaken. Care staff receive a comprehensive programme of training relevant to the needs of the people they support. Training includes key areas such as safeguarding training. Discussions we had with care staff confirm they understand their safeguarding responsibilities and are confident in responding to concerns appropriately.

People live in an environment that promotes and supports their well-being. The home provides sufficient communal space for people to spend time socially or engage in activities of their choice, within areas that are clean, comfortable, and welcoming. People's bedrooms are personalised to reflect their individual preferences, interests, and identities, helping them to feel comfortable and at home within the service. We found the environment to be well maintained and appropriately furnished to meet people's needs.

People are treated with dignity, respect, and kindness. During the inspection, we observed numerous warm and respectful interactions between care staff and people using the service. Care staff demonstrated a good understanding of people's needs, preferences, and communication styles, enabling them to provide care and support in a compassionate and person-centred manner. Care staff took time to listen to people, engage them in conversation, and respond appropriately to their wishes and preferences.

Care & Support — Good

People receive the care and support they need to achieve their personal outcomes. A review of a sample of personal plans demonstrated they are person-centred and tailored to each person's specific needs. The plans include detailed personal profiles, outlining people's life histories, preferred routines, relationships, and activities that are important to them. Personal plans are reviewed at least quarterly, or sooner where circumstances change, to ensure they remain relevant, effective, and reflective of people's current needs. Comprehensive pre-admission assessments are undertaken to ensure the service can meet people's assessed care and support needs before they move into the home. Appropriate risk assessments are in place to promote people's safety and well-being. These are reviewed regularly to ensure they remain accurate, up to date, and responsive.

People are supported to achieve and maintain the best possible health outcomes. They have timely access to healthcare services when required, and records confirmed healthcare appointments and correspondence are documented and retained within files. The service benefits from a stable team with low staff turnover. As a result, care staff have developed strong relationships with the people they support and have a good understanding of their individual needs, preferences, and usual presentation. This enables care staff to identify any changes in a person's physical or emotional well-being promptly and seek advice, support, or intervention from relevant healthcare professionals where necessary, helping to ensure people receive appropriate and timely care.

People are supported with their medication needs. We observed medication is stored securely and administered in accordance with prescribed instructions. We identified some areas where medication management arrangements could be strengthened. These included ensuring the administration of 'as required' (PRN) medication is done in line with best practice guidance and making some amendments to the service's medication policy to ensure it fully reflects current practice and best practice guidance. These matters were discussed with the management team during the inspection. They provided assurance that the necessary actions would be taken to address them and further strengthen medication management processes within the service.

People are protected from the risk of infection through effective infection prevention and control practices. These arrangements are supported by a comprehensive infection control policy. The service maintains an adequate supply of personal protective equipment (PPE), and care staff were observed using PPE appropriately in line with current infection control procedures. During the inspection, we observed high standards of cleanliness and hygiene throughout the home.

Environment

Good

People live in an environment that is well suited to their individual needs and promotes their comfort, safety, and well-being. The home provides a range of communal spaces where people can socialise, spend time with others, and participate in activities. These include a main lounge, a smaller lounge area, and a kitchen/dining room. All communal areas are clean, comfortable, and well decorated, creating a welcoming and homely atmosphere. People have their own bedrooms, which are personalised to reflect their individual tastes and preferences, helping to promote a sense of ownership and belonging. All bedrooms have ensuite bathing facilities. The home also benefits from an enclosed garden to the rear of the property, which provides opportunities for relaxation, social interaction, and outdoor activities. At the time of the inspection, the garden was undergoing renovation works to further enhance the outdoor environment and improve the facilities available to people living at the service.

The service demonstrates a commitment to maintaining the environment and its facilities to a good standard. Appropriate arrangements are in place to ensure the premises remain safe, well maintained, and suitable for the people living there. We reviewed a range of safety records and found that up-to-date certification was in place for key services, including gas, electricity, and fire safety systems. The provider has effective fire safety arrangements in place. An up-to-date fire risk assessment was available, and regular fire drills are conducted to ensure both people and staff understand the actions required in the event of an emergency. The kitchen has been awarded a Food Hygiene Rating of 5 by the Food Standards Agency, indicating very good standards of cleanliness and food hygiene. Staff follow cleaning schedules to ensure the home is kept clean, tidy, and hygienic throughout. Laundry facilities are appropriate for the size of the service and support the effective management of people's personal clothing and household laundry.

There are appropriate security arrangements in place to help protect people living at the service. The home is secure and measures are in place to prevent unauthorised access to the premises. Visitors are required to make themselves known upon arrival, and staff ensure that appropriate visitor signing-in and signing-out procedures are followed. The provider also has suitable systems in place to protect confidential information. Personal records and sensitive documentation are stored securely and are only accessible to authorised personnel.

Leadership & Management — Good

People are supported by a care staff team who have the appropriate skills, knowledge, and experience to meet their needs effectively. We reviewed a sample of staff files and found all the required pre-employment checks have been completed, helping to ensure those employed are suitable to work with vulnerable people. Following appointment, staff complete a structured induction programme to support them in developing the knowledge and competencies required for their role. Care staff are subsequently registered with Social Care Wales, the regulator for the social care workforce. Training records demonstrate care staff receive training relevant to the needs of the people they support, enabling them to deliver safe and effective care. We found the majority of care staff were up to date with their mandatory and service-specific training requirements, providing assurance they have the necessary skills and knowledge to carry out their roles competently.

Care staff receive appropriate levels of formal support and consistently report feeling well supported by the management team. Feedback from care staff is positive, with one describing the manager as *"brilliant, easy to go to with problems, very approachable."* Another commented, *"The manager is great, I have no complaints, she listens and is very supportive."* Records reviewed during the inspection demonstrate care staff receive regular supervision and an annual appraisal, providing opportunities to reflect on their practice, discuss professional development, and identify any additional support or training needs. In addition, staff attend regular team meetings where they can discuss operational matters, share information, and consider the needs and outcomes of the people they support. These arrangements help to promote effective communication, good practice, and a positive working culture within the service.

Governance and quality assurance arrangements support the effective operation of the service. The Responsible Individual (RI) visits the service regularly and demonstrates good oversight of service provision. The RI also routinely engages with people using the service and staff to seek their views and experiences, helping to ensure their feedback informs service development. The manager undertakes a programme of monthly audits covering key areas such as health and safety, the environment, medication management and staffing. These auditing processes help to identify any issues promptly and ensure appropriate actions are taken to address them. A formal quality of care review is completed every six months to evaluate the service's performance and identify opportunities for improvement. We reviewed the most recent quality of care report and found that it provided a balanced overview of service strengths and areas requiring further development. However, we identified these reports could be strengthened further through the inclusion of analysis of audit findings and significant events occurring within the service. This would enhance the service's ability to demonstrate learning, identify trends, and drive continuous improvement. We discussed this with the management team, who acknowledged the benefits of this approach and provided assurance the matter would be addressed.

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.

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