Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Elan Specialist Supported Living Service

53 Bridge Street, Troedyrhiw, Merthyr Tydfil, CF48 4DX

01443691600

The inspection visits for this service took place between 21/01/2026 and 22/01/2026

Service Information:

Operated by:	Elan Assisted Living Services Limited
Care Type:	Domiciliary Support Service
Registered places:	0
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
Leadership & Management	Good

Summary:

Elan Specialist Supported Living Service provides domiciliary support to people living in their own homes within Merthyr Tydfil and the surrounding areas.

People experience positive well-being outcomes because the support provided promotes their ability to live well, maintain their health, and work towards improving it. Personal outcomes are identified and understood, and people are supported to exercise choice and control over their daily lives.

The quality of care and support is good because care staff know the people they support well and have a clear understanding of their needs, preferences, and daily routines. People have up-to-date personal plans reflecting their current circumstances. These plans are co-produced with the person, their representatives, and the service provider, ensuring they are person-centred, and outcome-focused.

Leadership and management are good because the provider demonstrates effective oversight of the service. Feedback from people and staff is routinely gathered and used to monitor the quality of care and drive continuous improvement. Care staff are recruited safely and receive a comprehensive induction, regular support, and ongoing training to enable them to carry out their

roles confidently and competently.

Findings:

Well-being — Good

People are treated with dignity and respect and are supported to have control over their day-to-day lives. People told us they have positive relationships with care staff and experience good continuity of care. One person said, *"It's usually the same staff who come to see me, they are all very good."* Another commented, *"I get regular carers, same ones all the time; we've really got to know each other. They're like family."* The service consults with people to understand their preferences and ensure the care and support they receive aligns with what matters to them. We saw that the service provides a diverse range of provision, from short visits to assist with domestic tasks, to support with personal care needs, through to a 24-hour supported living service that assists people with all aspects of their daily lives.

People are supported to maintain their health and well-being as far as possible. Their care and support needs are kept under review, and personal plans are updated when changes occur. Care staff know people well and can recognise differences in their presentation, seeking advice from relevant professionals when needed. Guidance from external professionals is followed and incorporated into personal plans to ensure people receive informed and consistent support. People are supported to take their prescribed medication in line with clinical instructions, and appropriate infection control measures are in place to protect them from the risk of infection.

There are systems in place to help protect people. The service ensures care staff are recruited safely, with all relevant pre-employment checks completed before they begin work. Care staff receive ongoing training to ensure they have the necessary skills and knowledge, including safeguarding training. Staff we spoke with confirmed they understand the procedure for raising concerns and know how to report safeguarding issues should they arise. The service identifies potential risks to people and develops plans to guide care staff on how these risks should be managed. A written guide is available, providing practical information about the service and outlining the complaints process should people or their representatives wish to raise a concern. People and their families told us they feel safe and well cared for.

Care & Support — Good

People receive a good standard of care and support. The provider completes effective assessments of need and considers carefully how the service will meet those needs. A pre-assessment is carried out before a person begins receiving support to ensure the service can meet their outcomes, preferences, and level of required care.

Care staff follow personal plans that are tailored to people's individual needs and provide clear guidance on how best to support people to achieve their personal outcomes. Personal plans also identify and consider risks to people's health and safety. We highlighted to the management team that some risk assessments would benefit from further strengthening to ensure people remain safe; the management team assured us this will be addressed. Care staff can access personal plans through an online system, which also enables people and their representatives to view information and monitor the care and support being provided. People and their representatives are actively involved in developing personal plans and are regularly consulted about their care through three-monthly personal plan reviews.

Infection control measures are in place and help to manage and reduce the risk of transmitting potential sources of infection. Care staff understand their responsibilities and complete relevant training, supported by an up-to-date infection control policy which is aligned with best practice guidance. There is sufficient access to appropriate personal protective equipment (PPE), and people told us that care staff use this correctly when supporting them with tasks such as personal care.

The service provides appropriate support for people with medication needs. Care staff receive training in medication administration and have their competency assessed by the management team. Medication Administration Records (MARs) viewed during the inspection indicate people receive their medication as prescribed. Regular medication audits are carried out to identify and address any discrepancies, helping to maintain safe medication practices. Medication management is underpinned by an up-to-date medication policy which helps to promote safe practice.

Leadership & Management — Good

People are supported by care staff who have the appropriate knowledge, skills, and qualifications to meet their care and support needs effectively. The provider ensures there are sufficient, safely recruited, and competent staff deployed across the service to deliver safe, consistent, and good quality care. Recruitment processes are robust, and evidence reviewed demonstrates all required pre-employment checks are completed before staff begin their roles, ensuring they are suitable to work with vulnerable people. Care staff benefit from ongoing learning and development opportunities that support their professional practice and contribute to the delivery of person-centred care. Staff told us they feel well supported and valued by the management team. One staff member said, *"I got to be honest, the manager is very good, very helpful and really supportive."* Another commented, *"The management are brilliant, very supportive. I can't fault them."* Records viewed confirm care staff receive the required levels of formal support, including regular supervision, spot checks, and an annual appraisal.

The service is well led, with effective organisational arrangements, governance, and oversight in place to support the smooth running of the service. There is a visible and accessible management team who take a hands-on approach to coordinating day to day operations. The Responsible Individual (RI) maintains appropriate regulatory oversight, evidenced through three monthly visits to speak with people and staff and to review the quality of care being delivered. A six-monthly quality of care review is completed, and a report is produced following each review. We examined the most recent quality of care report and found that it clearly identifies the service's strengths as well as areas for further development. We discussed with the management team the potential to strengthen auditing systems to enhance quality assurance processes. The management team assured us this work would be taken forward.

Policies and procedures help to promote safe and consistent practice. We reviewed a cross section of the service's policies and procedures, including those relating to safeguarding, medication, and infection control. These were found to align with statutory requirements and current best practice guidance. Policies are kept under regular review and updated when necessary. We also examined the service's Statement of Purpose and Service User Guide. Both documents contain the information required under the regulations and clearly outline what people can expect from the service.

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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