



Gelli Ceirios



Gelli Ceirios, Fforchaman Road Cwmaman, Aberdare, CF44 6NH



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<https://accomplish-group.co.uk>

Date(s) of inspection visit(s): 14/08/2025

Service Information:

Operated by:	Accomplish group ltd
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:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting 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:

Gelli Ceirios provides accommodation with care and support for people who have needs associated with mental health.

People achieve good well-being outcomes because their care is person centred and individual needs, likes and dislikes are considered fully. People receive good care and support from a stable and consistent care staff team who know them well and understand their needs. Personal plans of care contain detailed information that guides care staff on how best to support people. There are risk assessments in place where required and all documents are kept under review and updated when necessary. People live in a good environment that is safe, fit for purpose and meets people's needs. Leadership and management is good. Care staff enjoy working for the people they support and feel positive about the team. Care staff have robust training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Good

People are treated with dignity and respect. During the inspection, we observed care staff engaging with individuals in a friendly and caring manner, attentively observing their behaviour and responding appropriately. Care staff appear to know the people they support well and are familiar with their daily routines. People told us they have positive relationships with care staff, one person said, *"I can't fault them."* People are involved in decisions about their care and support, with their preferences considered and adhered to in daily routines. Personal plans are tailored to each person and reflect their choices and how to maintain their safety.

People are offered daily choices that support their independence and well-being. People are supported to make decisions about what they eat and where they spend their time. People have access to a wide range of meaningful activities they enjoy. People are also provided with regular opportunities to maintain relationships with family and friends and to access the wider community, supporting their social and emotional well-being. People are supported to plan and develop a 'bucket list' for the next 12 months. They are reviewed regularly and any achievements are well documented.

The service is making an effort to promote the use of the Welsh language and culture. The service establishes people's Welsh language needs before providing a service and care staff are encouraged to use Welsh words.

People are safeguarded from abuse and neglect. Care staff receive safeguarding training and are aware of the procedures for reporting concerns. A safeguarding policy is in place and aligned with current statutory guidance, supporting care staff to respond appropriately when issues arise. Risks to people's health and safety are assessed and managed effectively, helping to promote people's well-being. Policies and procedures for complaints and whistleblowing are accessible.

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment. There is ongoing refurbishment. Throughout our inspection, there was a relaxed, friendly atmosphere which was created by the care staff team and their positive interactions with people and visitors to the service.



Care & Support

Good

People receive good care and support which helps them achieve their personal outcomes. The service carries out an assessment of care and support needs prior to a person moving to the home to ensure they can meet them safely. Following this a personal plan is developed in conjunction with people and where necessary, their representatives. The service has recently introduced an electronic care planning system called 'NOURISH'. Personal plans seen are overall good and set out people's personal outcomes and strategies for supporting people in a proactive way. The manager states that the changeover to the electronic system is ongoing and further enhancements to the recorded information are being made. Extremely detailed risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. The service offers a variety of formal and informal opportunities for people to voice their opinions on the service they receive. Personal plans are reviewed in line with regulation to ensure information remains relevant as people's needs evolve.

People's outcomes are good because they have choice over their day to day lives. We saw people moving freely around the service, spending time where they wished. Records show there are opportunities for people to give their views on the service in a number of ways including 1:1 resident meetings and annual surveys. We saw care staff chatting to people throughout the day and taking time to stop and listen when they spoke, showing a genuine respect for them. One person told us "*Staff help anytime.*" Care staff know people extremely well and can support people who need it to make decisions. Information is available about what they can expect from the service in both the guide and statement of purpose, as is the process to raise formal concerns and how these will be managed.

Medication is stored, managed, and administered safely. Medicines are stored securely in the dedicated medication room and administered in line with the prescribers' instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are not currently prescribed to people living in the home but procedures are in place should they be in the future. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. Records show regular contact with health and social care professionals when needed.



Environment

Good

The environment is homely, clean and comfortable. People can access communal areas to spend time in the company of others or remain in their own room should they wish to have some privacy. People can personalise their room to their preference with their own belongings, which helps people to feel at home. Bedrooms all have ensuite shower facilities and there is a communal bathroom. The environment is free of clutter throughout.

People live in an environment which is safe with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks ensure the safety and well-being of people using the service. We saw fire safety equipment and doors within the home. Everyone has a clear personal emergency evacuation plan (PEEPS), and care staff are trained in fire safety and participate in regular fire drills to keep people as safe as possible.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.



Leadership & Management

Good

The service is well led. A dedicated and experienced manager and team manager ensure people are at the heart of the smoothly run service. The manager undertakes a number of weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' policy, care staff told us they feel valued and respected. They also told us *"I love working with the people, we all work together"*, *"Even if I won the lottery I would keep on working here"* and *"I love my job."*

People are supported by care staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Training records show care staff have up to date training in core areas of care. Training is also provided to care staff if an individual has a specific need. Recruitment practices are robust. Care staff files include all legally required information, such as proof of identity, references, and Disclosure and Barring Service (DBS) checks to ensure they are fit to work with vulnerable people. All care staff are registered with Social Care Wales, the workforce regulator. New care staff complete an induction and probation period to ensure they meet expectations. Ongoing supervision is provided to support care staff performance and development. We saw staff follow robust company policies and procedures, which supports good outcomes for people.

The service provider has systems for governance and oversight of the service in place. There are systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the statement of purpose and service user guide, which are regularly reviewed but we discussed with the manager how they could be further strengthened. Records show the Responsible Individual visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and Care Workers.

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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