



Inspection Report on

Gelli Aur Care LTD

Carmarthen

Date Inspection Completed

06/03/2025

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About Gelli Aur Care LTD

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gelli Aur Care LTD
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	22/11/2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a high quality service through a committed and enthusiastic manager and staff team. There have been significant delays in the proposed Responsible Individual (RI) registering with Care Inspectorate Wales (CIW). The proposed RI in conjunction with the owner have continued to have oversight of the service through quality audit tools and Regulation 73 visits.

People's individual health and wellbeing are very important to those working in the service. Care and support records are very thorough and provide a real sense of the person, their needs and what is important to them. People are actively supported to communicate in Welsh. Families and professionals speak highly about Gelli Aur.

The service provides a safe environment for people to live. The service is well maintained with ongoing improvements being made. People participate in a range of opportunities to learn new skills, enjoy their hobbies and develop their knowledge both within the service and the wider community.

Well-being

People's choices and views are recognised. The proposed RI seeks the views of people, their relatives during their visits. Care records are thorough and person centred about the needs and preferences of people and give a real sense of the individual. People and / or their representative actively contribute to the planning and review of their care.

People do things that matter to them. Individuals participate in activities, hobbies and educational opportunities which are important to them including swimming, gardening, horse riding and attending courses. People are supported to plan their activities according to their wishes and preferences.

People are protected from the risk of harm and abuse. Care workers are very clear about their responsibilities to protect people from harm. There are thorough recruitment and selection procedures in place. Staff receive regular supervision, an annual appraisal and ongoing support which ensures those working at the service have the right skills and approach to care. The service works proactively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and unique specialist training to ensure they are equipped and able to meet people's individual complex health needs.

The service is working towards the requirements of the "Active Offer" of the Welsh language including having a member of the management team who is the Welsh Champion. Care records and weekly planners are written in Welsh for people who choose this.

Care and Support

People receive the care and support they require to meet their individual needs. Care records are very thorough and person centred. This includes plans and information being produced in Welsh for individuals. Associated risk assessments are reviewed regularly. People and /or their representatives are actively involved in the planning and reviewing of their care. Staff are very knowledgeable about supporting the people living in Gelli Aur to have fulfilled lives. One care worker told us *“I absolutely love our residents; they mean the world. Their happiness and wellbeing are everything”*.

Relatives told us about the very high standard of care and support provided in the service and how much it means to their loved one and themselves. Feedback from relatives include *“the care and support that [Y] receives is excellent”, “my son sees Gelli Aur as his home which is a huge step and it has helped him to be more regulated and have a sense of empowerment”* and *“[Z] loves his home in Gelli Aur and they allow him to be as independent as he can be. He has the correct support and they are able to be fluid in their care and advocate well for him”*.

Health and medical professionals are involved in the care and support of people when required and this is very well documented in care records. Feedback from professionals include *“during my visit, I interacted with 3 individuals that were being supported for various activities. I observed that this was being done with a good level of dignity and respect with the service user mostly leading the way. There was evidence that service users contribute to their care planning and that activities that appear on activity panners are decided upon by the individual”* and *“the gentleman I have been working with has been cared for well”*

The manager and staff worked pro-actively with a Local Health Board to ensure staff are highly trained to support people with very complex medical needs and effectively respond to medical emergencies. A relative told us *“they [care staff] are able to manage my sons complex health needs and with close monitoring, clear planning and individualized care they do this very well”*

People chose to participate in a range of group and individual activities which are important and of interest to them. Activities, hobbies, and educational courses are held at the service and within the community. Staff strive to support and encourage people pursuing their interests and hobbies. One person who had recently returned from swimming told us *“it was great. I’m going to watch a DVD this afternoon”*.

Environment

The environment supports people to achieve their personal outcomes. People enjoy living in comfortable and accessible facilities, surroundings and farmland with far-reaching views across the countryside. The main building and the two lodges have been specifically designed, built and decorated to meet the needs of those living in them. People are encouraged and supported to choose colour schemes and personalise their homes with items which are important to them.

There are several buildings and facilities readily available to support people's interests and hobbies. These include a quiet room, gym, activities room, small swimming pool, a games room with table tennis, pool, darts and a karaoke machine. There is also a summer house in the grounds. A polytunnel allows horticultural interests to be pursued and enjoyed.

Risks to people's health and safety are minimised. All visitors sign a visitors book on arrival and departure of the service and personal identification is also checked. The servicing of firefighting and moving & handling equipment are carried out within the required timescales. Substances hazardous to health are stored safely and communal areas are uncluttered. Staff receive Health & Safety training as part of their induction to the service.

An entrance to one of the buildings is a potential trip hazard. Whilst there have been no incidents of people tripping, this has been previously been discussed with the manager and proposed RI and we have been assured plans are afoot to address this. There are thorough maintenance checks, servicing and audits in place.

Leadership and Management

There are good governance arrangements in place. The proposed RI undertakes Regulation 73 visits to the service within the required timescales. CIW have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of her visits to the service. Staff and people living in the service confirmed this with us. Whilst the proposed RI has oversight of the service, there have been significant delays in them registering with CIW. This has been raised with both the proposed RI and owner and appropriate action is now being taken to speed up this process. The owner is regularly involved in the service and supports the proposed RI whilst they are registering with CIW. There are a range of monitoring tools and audits undertaken by the manager. Actions required from these audits are acted upon and reviewed regularly.

The manager is enthusiastic about her role and the high quality service provided in Gelli Aur even during times of funding pressures. She is supported by a staff team who promote the high standards and ethos of the service. Staff told us *“I am very happy here, I am really well supported”, “It’s a great place to work, the managers are great”* and *“[service manager] is very supportive and approachable”*.

Families and professionals speak highly of the management and staff including *“we find the management of the service very good and are always kept informed of any issues”, “as far as we are aware all services are managed perfectly. We have excellent contact with Gelli Aur and the managers are always ready to help”, “all staff are caring, professional and ensure [X] is happy and safe and is helped to do what he wants to do”* and *“both deputy managers seem to have a good grasp of their roles and how their unique personal attributes made them suitable for specific responsibilities”*.

Care workers go through a thorough recruitment process and all the required checks and clearances are undertaken prior to commencing employment in the service. They receive a very high quality induction, regular supervision and an annual appraisal. In addition, all staff attend a range of mandatory and specialist training to enable them to support people living with very complex needs. Staff told us about the range of training they have received and the benefits it brings to them and the people they support *“we have really great training to help us. I’ve learnt so much”*. The service’s training matrix and care records corroborate this. All staff spoken with are very clear about their role and responsibilities in the protection of the vulnerable individuals living in the service.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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