Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Elliots Hill Care Ltd - DCA

First Floor (suite 19b) , Cedar Court , Milford Haven , SA73 3LS

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www.elliotshill.co.uk

The inspection visits for this service took place between 29/09/2026 and 08/10/2026

Service Information:

Operated by:	Elliots Hill Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults, Care and support for children, Supported living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Elliots Hill Care provides domiciliary care and supported living services across west Wales, supporting people to live as independently as possible in their own homes and communities.

Well-being is rated as excellent because people experience exceptionally positive outcomes and are supported to live fulfilling lives that reflect their wishes, preferences and aspirations. People develop skills, increase their independence, participate in their communities and achieve outcomes that are meaningful to them. Staff build trusting relationships and support people to pursue opportunities that enhance their wellbeing and quality of life.

Care and support is rated as excellent because people receive highly personalised, outcome-focused support that is tailored to their individual strengths, needs and goals. Care planning is responsive and collaborative, with staff adapting support to help people develop skills, make choices and progress towards their aspirations.

Leadership and management is rated as excellent because leaders have created a positive, inclusive and ambitious culture that places people at the heart of the service. Strong governance, continuous improvement and investment in staff development help ensure people receive high-quality support from a skilled and committed workforce.

Findings:

Well-being — Excellent

People experience exceptionally positive wellbeing outcomes and are supported to lead fulfilling lives that reflect their wishes, preferences and aspirations. Staff know people well and have developed trusting and respectful relationships that enable people to achieve outcomes that are important to them.

Personal plans are person-centred and outcome-focused. Records demonstrated people are actively involved in identifying goals and aspirations, with support tailored to help them develop skills, increase independence and participate fully in their communities. Plans reflected a holistic understanding of people's needs, preferences and strengths and are reviewed regularly to ensure support remains responsive and relevant.

People are supported to pursue opportunities that enhance their wellbeing and quality of life. Records evidenced that people access paid employment, volunteering opportunities, travel training and community-based activities. People are also supported to attend holidays, festivals and social events that reflect their individual interests and preferences. We saw examples of people maintaining valued roles within their communities through volunteering, promoting a sense of purpose, achievement and belonging.

The impact of support is evident in the positive outcomes people achieve. One person described the service as *“like a family to me”* and told us staff had helped them learn to cook, clean and become more independent. They stated, *“my life is getting better”* and *“I'd be lost without them.”* Records demonstrated this person had secured paid employment, developed daily living skills and established voluntary work within their community. Other people described the service as *“amazing”*, *“brilliant”* and *“the best in the county.”*

We observed warm and positive interactions between people and staff. Staff demonstrated a detailed understanding of people's communication needs, preferences and support requirements. During our visit, staff effectively supported a person with limited verbal communication to express their wishes and remain involved in decisions affecting their daily life.

People are supported to make choices, take positive risks and develop independence while remaining safe. Personalised risk assessments reflected individual strengths, preferences and goals, focusing on enabling opportunities rather than restricting them. Support arrangements promote choice and control whilst helping people safely pursue ambitions that are important to them. Records, observations and feedback demonstrated people developing skills, securing employment and volunteering opportunities, maintaining valued relationships and participating in activities that are meaningful to them.

Care & Support — Excellent

People benefit from a highly personalised, outcome-focused and collaborative approach to care and support. The provider gathers detailed information from people, their families and professionals involved in their care to develop a comprehensive understanding of individual needs, preferences and aspirations. This helps ensure support is shaped around outcomes that are meaningful to each person.

Care records reviewed evidenced support tailored to individual goals and focused on developing skills, confidence and independence. One person's support plan identified a long-term aspiration to live independently in the future. Weekly reviews demonstrated how support was structured around progressing this goal, recording achievements, identifying what had gone well and highlighting opportunities for further development. Records also evidenced adaptations, including the use of visual communication tools to promote understanding and involvement in everyday decisions.

Records reviewed demonstrated outcomes focused on developing independence, building positive relationships and increasing participation within the local community. Daily records evidenced support with meal preparation, household tasks, attendance at cooking classes and engagement in community activities. This demonstrated a clear link between identified outcomes and support provided.

People are supported to express their wishes and remain central to decisions about their lives. During observations, staff recognised subtle non-verbal cues. Staff responded promptly and respectfully using communication methods tailored to the individual's needs. This demonstrated a detailed understanding of the person's preferred communication style and ensured their wishes were understood and acted upon. The provider further promotes effective communication through specialist training, including Total Communication and British Sign Language.

Staff are knowledgeable and responsive in meeting complex and changing needs. Records evidenced effective multidisciplinary involvement, including psychologists, physiotherapists, family members and other professionals contributing to assessments, risk management and care planning. Recommendations from professionals were incorporated into support arrangements and reviewed to ensure they remained effective. A health and social care professional highlighted the provider's commitment to supporting people to be as independent as possible and achieving positive outcomes.

Records, reviews and observations evidenced people developing practical life skills, increasing participation within their communities and making progress towards goals that were important to them. Reviews demonstrated how support was regularly evaluated and adapted to maximise participation and help people progress towards their personal aspirations.

Leadership & Management — Excellent

People benefit from a service that is led by a clear vision, strong values and a commitment to helping people achieve the best possible outcomes. Leaders have created a positive and inclusive culture where people are encouraged to develop independence, pursue their aspirations and participate fully in their communities. Throughout the inspection, there was consistent evidence of an organisation that is ambitious for people and focused on continual improvement. Staff described opportunities to develop their skills and progress within the organisation, with several having advanced into senior roles, reflecting the provider's commitment to nurturing talent and promoting from within.

There is a strong culture of openness, learning and reflection. The provider actively seeks feedback from people, relatives and staff and uses this information to drive meaningful change. Evidence reviewed demonstrated how feedback had informed developments through the organisation's *"You Spoke, We Listened"* approach, resulting in changes to systems, workforce initiatives and staff support arrangements. This demonstrated a commitment to listening and responding to the views of others.

Quality assurance and governance arrangements are well established and provide effective oversight of the service. Evidence reviewed demonstrated robust systems for monitoring the quality of care and support and identifying opportunities for improvement. Investment in electronic systems strengthened oversight, improved recording practices and supported more responsive care planning for people. Feedback from external stakeholders was consistently positive and provided assurance that people receive support that is responsive to their needs.

Leaders demonstrate a commitment to development and innovation. Improvements had been introduced in response to feedback and learning, including enhancements to incident reporting processes and additional training where development needs had been identified.

People benefit from support delivered by a skilled and valued workforce. Staff have access to a wide range of specialist training and development opportunities tailored to the needs of the people they support. During the inspection, staff spoke positively about the support they received and described a culture where they felt listened to, valued and encouraged to develop professionally. Feedback from staff demonstrated a strong sense of pride in their work and commitment to the organisation, contributing to a stable workforce.

Observations, discussions with staff and feedback received during the inspection demonstrated a shared commitment to helping people achieve meaningful outcomes. Leadership, governance and workforce development arrangements promote a positive culture and support people to achieve their personal goals and aspirations.

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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