



## Elidyr Communities Trust



Elidyr Communities Trust, Rhandirmwyn, Llandoverly, SA20 0NL



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[www.elidyrct.ac.uk](http://www.elidyrct.ac.uk)

The inspection visit took place on 04/06/2026

## Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Elidyr Communities Trust                                                                                                     |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                                  |
| Provision for:                           | Care home for adults - with personal care, Provision for learning disability                                                 |
| Registered places:                       | 55                                                                                                                           |
| 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

**Good**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Requires Improvement**

## Summary:

Elidyr Communities Trust provides accommodation and personal care for 55 young adults with learning disabilities across seven homes in a rural setting. People experience good well-being and positive outcomes because care staff know them well and support them with dignity and respect. People appear relaxed and engaged in daily life. They take part in meaningful activities and maintain relationships with family and others important to them. Communication approaches support people to express their views and make choices about their lives.

The care and support provided is good. People receive consistent care which meets their assessed needs. Personal plans provide clear guidance for staff and promote independence. People access healthcare services and benefit from input from other professionals. Staff manage risks appropriately while supporting choice, and medication systems help ensure people receive their medicines safely.

The environment is good. People live in surroundings which are comfortable and suitable for their needs. Bedrooms are personalised and communal areas support social interaction. There are opportunities to use indoor and extensive outdoor spaces for activities. Some aspects of maintenance and décor are inconsistent and require improvement to maintain standards.

The leadership and management of the service requires improvement. Managers promote a caring culture and staff work well together. Governance and quality assurance systems are not always robust or effective in identifying issues. Strengthening oversight and monitoring will help ensure improvements are sustained and outcomes for people remain positive.

## Findings:



### Well-being

Good

Many people experience positive well-being outcomes because they are supported by a committed and knowledgeable staff team who understand their needs and preferences. People are treated with dignity and respect, and we observed warm interactions between people and care staff throughout the inspection. People appeared comfortable, relaxed and confident in their surroundings. One person told us, *"I like living here and feel safe,"* and another said they enjoy *"Going to the pub and doing activities with staff."*

People are supported to take control of their daily lives and make meaningful choices. Weekly meetings and communication tools, such as talking mats and easy-read formats, help ensure they can express their views. Communication is a particular strength, with staff using a range of approaches, including total communication, symbols and verbal prompts, to promote understanding. This enables people to express their wishes, reduces frustration and enhances well-being. A relative told us, *"Our son is motivated, happy and learning"* highlighting the positive outcomes of this approach.

People are supported to maintain and improve their physical, emotional and social well-being. They access a wide range of meaningful activities, including education, community events, and work-based opportunities. We saw people actively engaged in gardening, woodwork and social activities both on and off site, contributing to a strong sense of purpose and belonging. One person told us they enjoyed *"Being busy and working outside,"* and another shared they were looking forward to going to the cinema. This reflects a service which supports people to do what matters to them and develop their skills. The service has a strong culture of inclusion and promotes respect for people's diverse backgrounds. People are valued as individuals and supported in ways which recognise their personal histories, identities and cultural needs. We saw examples of the service celebrating different cultural backgrounds and creating opportunities for people and staff to share and learn from each other, contributing to a positive and inclusive environment.

People are encouraged to maintain contact with family and those important to them. Feedback from families is highly positive; one family member stated, *"The staff are first class, my son has progressed so much,"* and another commented, *"It's a wonderful place with excellent staff who care about needs every day."* These views demonstrate the positive impact the service has on people's lives and relationships.

The service makes a significant effort to promote the Welsh Active Offer. Opportunities are available for people to engage with Welsh language and culture, including participation in 'Clwb Clonc,' a Welsh social group where people and staff come together to learn and practice Welsh.



## Care & Support

Good

Many people receive effective and consistent care and support which meets their assessed needs and promotes positive outcomes. Care is generally well planned and based on a sound understanding of people's individual preferences, strengths and risks. Personal plans provide suitable guidance to care staff on how to support people safely and in a person-centred way. We saw plans include relevant information about communication, health needs and daily routines, which helps ensure continuity of care.

People benefit from a co-ordinated multi-disciplinary approach. Care staff work alongside internal therapists and practitioners, as well as external professionals, to help ensure people's needs are understood and responded to appropriately. This approach supports individuals to maintain and develop their physical health, communication skills and independence. Evidence indicates people can access healthcare services and specialist support when required, contributing to positive and sustained health outcomes.

Care staff provide support in a way that respects people's dignity and promotes independence. We observed staff encouraging people to develop daily living skills, such as cooking, personal care and managing aspects of their routine. This enables people to build confidence and achieve greater independence over time. Staff understand the importance of delivering care that aligns with people's preferences and aspirations, and they adapt their approach to meet individual care and support needs.

The service demonstrates a structured approach to risk management. Risk assessments are in place to identify potential risks and outline measures to help keep people safe while supporting independence. These are generally detailed and reflect individuals' needs, aiming to balance safety with choice. Where appropriate, staff use positive behaviour support strategies and follow guidance from specialists to help manage risks and support people.

Medication is managed safely and in line with procedures. Systems are in place for the storage, administration and recording of medication, helping to ensure people receive their medicines as prescribed. Staff understand their responsibilities and follow processes that promote safety and accountability. There is also evidence of promoting independence where appropriate, with some people supported to take an active role in managing their medication under supervision.

People experience care from a staff team who are familiar with their needs. Staff communicate with each other through handovers and daily records, helping to ensure any changes are identified and responded to in a timely way. Records provide an account of care delivered and indicate staff monitor people's well-being and respond to emerging needs.



## Environment

**Good**

Many people live in an environment that is generally suitable, comfortable and supports their well-being. The service is located within a large rural campus, with access to a range of facilities, including communal spaces, activity areas and outdoor environments. These provide opportunities for people to take part in activities and develop independence within a structured setting.

The homes visited were generally clean, tidy and appropriately furnished. Bedrooms were personalised and reflected individual preferences, contributing to a sense of familiarity and comfort. Communal areas were used regularly, and we observed people relaxing, socialising and eating together. This supports opportunities for social interaction and a sense of community. The availability of both shared and private spaces enables people to make choices about how and where they spend their time.

Facilities and equipment were mostly well maintained and appropriate for the needs of people living at the service. Systems are in place to support routine health and safety checks, including fire safety and general maintenance. These arrangements help ensure potential risks are identified and addressed in a timely manner, contributing to a safe living environment.

Outdoor areas are a prominent feature of the service. The extensive grounds, gardens and activity spaces provide a range of opportunities for people to take part in physical activity, work-based tasks and leisure pursuits. People were observed accessing these areas as part of their daily routines, which supports both physical well-being and opportunities for engagement in meaningful activity.

Some aspects of the environment would benefit from further attention to maintain consistent standards across the service. Minor maintenance issues were identified, including areas where décor would benefit from refreshing and some fixtures requiring repair. While these issues do not have a significant impact on people's safety, they affect the overall presentation and consistency of the environment.

The provider has identified these areas and has plans in place to address them. This includes a programme of ongoing refurbishment, planned redecoration and continued investment in facilities across the homes. There are also plans to review how spaces are used to support meaningful activity and promote independence.



## Leadership & Management

## Requires Improvement

Outcomes for people are mostly positive, reflecting a caring and committed management approach across the service. Managers are visible and contribute to a supportive culture, with care staff reporting that care is delivered to a good standard and “*Individuals are treated with respect and dignity.*” Staff describe management as approachable, with one noting they “*Ensure staff are happy to ensure best support to residents,*” and others highlighting they feel supported in their roles. There is evidence of effective teamwork, with staff stating they “*Work together*” to meet people’s needs, which supports people to develop independence, confidence, and engage in meaningful daily activities. Feedback from professionals was also positive, with comments that staff understand people well and provide consistent, person-centred support.

The service operates within a clear structure, supported by supervision, team meetings, and effective communication systems. Staff spoke positively about supervision, describing it as helpful for reflection and development. Training and induction arrangements are established, with staff reporting that training is of a good standard and enables them to carry out their roles effectively.

Staff records are well maintained and provide clear evidence of recruitment, training, and ongoing support. Agency staff profiles are in place with appropriate information to support their safe deployment. Staffing arrangements are managed flexibly, with shifts covered through a combination of permanent staff, agency workers, and additional hours worked by the existing team, helping to maintain continuity of care and meet people’s needs.

Despite these strengths, there are inconsistencies in governance arrangements. Quality assurance systems, including audits and monitoring, are in place but are not always sufficiently robust to ensure issues are consistently identified and addressed. As a result, some minor environmental issues and aspects of documentation identified during inspection had not been fully recognised through internal systems. Outcomes for people require improvement because governance processes do not consistently ensure effective oversight or identified actions are followed through.

The management recognises the need to strengthen oversight and is taking steps to improve governance arrangements. Further development is required to ensure more rigorous evaluation of audit findings, clearer action planning, and more effective monitoring of progress so improvements are embedded and sustained across all areas of 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

| Summary of Areas for Improvement                                                                                                                                                                               | Date identified |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Outcomes for people require improvement because incidents are not always appropriately escalated or thoroughly investigated, and governance systems do not consistently ensure robust oversight and follow-up. | 03/06/26        |

**CIW has not issued any Priority action notices following this inspection.**

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