Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gelli Mor Ltd

Ty Cyfle, Haverfordwest, SA62 3DD

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The inspection visit took place on 14/09/2026

Service Information:

Operated by:	Gelli Mor Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
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	Good
Leadership & Management	Good

Summary:

Well-being is rated excellent because people experience excellent well-being outcomes because they have genuine choice and control, achieve meaningful personal goals, maintain valued relationships and actively participate in their communities. Positive feedback, strong partnerships with families and caring, person-centred support help people develop independence, confidence, inclusion and a strong sense of belonging and fulfilment.

Care and support is rated good because people receive personalised care and support that reflects their individual needs, preferences and aspirations. Care staff promote independence, health and emotional well-being through consistent, person-centred approaches. Strong staff knowledge, positive relationships and effective support enable people to achieve meaningful outcomes, develop confidence, maintain well-being and lead fulfilling lives.

Leadership and management is rated good because people benefit from person-centred leadership that promotes a positive culture, workforce development and high-quality care. Effective staffing, communication, supervision and governance arrangements support consistent service delivery. An approachable management team and well-supported staff help ensure people experience safe, stable and outcome-focused support that enhances well-being and independence.

Findings:

Well-being — Excellent

People have meaningful choice and control over their lives and are actively involved in decisions that affect them. People influence how the service operates through regular resident meetings, where they contribute to decisions about menus, activities, community events and household matters. Inspection observations, records reviewed and feedback from people, staff and relatives demonstrate people have genuine influence over decisions affecting their lives. Their views are listened to and acted upon, and they are supported to make informed choices that maximise independence, choice and control.

People achieve exceptional personal outcomes and are supported to realise their aspirations, develop independence and reach their full potential. Records reviewed, discussions with care staff and feedback from people and relatives demonstrate people are making meaningful and, in some cases, transformational progress in areas important to them. People are developing independent living skills, accessing education and employment opportunities, increasing confidence and broadening their participation within the community. Support extends beyond meeting needs and is focused on helping people achieve their ambitions, maximise their potential and lead more independent and fulfilling lives.

Community participation is an integral part of people's lives and promotes inclusion, confidence and a strong sense of belonging. People access a wide range of opportunities that reflect their interests, preferences and aspirations. We found extensive evidence of people participating in social activities, community groups, leisure opportunities and organised events, enabling them to build connections and remain actively engaged within their local communities. The service creates meaningful opportunities for people to develop friendships, expand their social networks and experience a range of community-based activities. As a result, people are supported to lead fulfilling lives, develop confidence and maintain valued connections within their communities.

Relationships that are important to people are valued, promoted and strengthened. People are supported to maintain contact with family and friends and develop positive social connections. Relatives consistently describe the impact of the service in highly positive terms and speak about improvements in independence, confidence and overall well-being. One relative describes the service as *"a blessing"*, reflecting the positive difference support makes to their family member's life. Families are welcomed into the service, encouraged to remain involved and supported to maintain meaningful relationships in ways that are important to the person.

Feedback from people using the service is overwhelmingly positive. One person tells us, *"I love living here, every day is fun."* Throughout the inspection we observe warm, respectful and natural

interactions between people and staff. People appear relaxed, confident and comfortable within their home environment and readily seek support, reassurance and conversation from staff. Positive relationships are evident, and care staff demonstrate a detailed understanding of people's preferences, aspirations, strengths and support needs. This helps people feel valued, respected and secure and contributes to the excellent well-being outcomes experienced by those living at the service.

Care & Support — Good

People receive care and support that is appropriate to their needs and circumstances. Staff know people well and demonstrate a detailed understanding of their individual needs, preferences, routines and aspirations. Throughout the inspection we observe warm, respectful and positive interactions between people and staff. Care staff can describe how support is tailored to each person, including their communication needs, health needs and preferred routines. This helps ensure care is delivered consistently and in a way that reflects people's individual circumstances.

People are supported to develop and maintain independence. Records reviewed demonstrate people are supported to access education, employment opportunities, community activities and daily living tasks. We find evidence of people developing greater independence with personal care, household responsibilities and everyday living skills. Support focuses on people's strengths and abilities and encourages people to develop confidence, maintain skills and achieve outcomes that are important to them.

People's physical health and well-being needs are identified and supported. Records reviewed demonstrate engagement with healthcare professionals and support to access appointments, treatment and ongoing healthcare services when required. Care staff show a good understanding of people's health needs and can describe how they monitor well-being, respond to changes in presentation and seek professional advice when necessary. This helps ensure people receive appropriate support to maintain their health and well-being.

People's emotional well-being is promoted through consistent and person-centred support**.** Staff demonstrate a good understanding of people's emotional well-being needs and describe individual approaches used to provide reassurance, consistency and encouragement. Positive relationships between people and staff contribute to people feeling secure and supported. Staff can recognise changes in mood and presentation and respond appropriately to promote well-being and reduce distress.

People achieve positive outcomes and are supported to live fulfilling lives. Daily records and monthly monitoring provide evidence of people's achievements, participation in activities, health appointments and progress towards personal goals. People are supported to access opportunities that are meaningful to them, and which contribute positively to their well-being, independence and quality of life. Positive outcomes are clearly evidenced through daily records, monthly reports and staff knowledge of the people they support.

Leadership & Management — Good

People benefit from a service that is led by a management team which promotes a positive and person-centred culture. Feedback from staff and professionals demonstrates confidence in the leadership of the service. Staff described management as approachable, supportive and responsive. One staff member described management as "*amazing* " and state that management "*acts immediately on issues or concerns*." Professional feedback described the service as "*person centred and professional*" and "*outcome focused*." This creates a positive culture where staff feel valued, supported and empowered, contributing to workforce stability and helping ensure people receive consistent care and support from staff who know them well.

People are supported by staff who have the knowledge, skills and training required to meet their needs. Staff speak positively about opportunities for learning, development and progression. One staff member stated, "*I want to progress and feel supported to do this*." The service is currently working towards gaining Positive Behaviour Management (PBM) training to further support people's emotional well-being and behavioural support needs. This demonstrates a proactive approach to workforce development and supporting staff to respond effectively to anxiety, emotional distress and behaviours of concern. As a result, people benefit from support being delivered by a knowledgeable workforce that continues to develop and strengthen practice.

People benefit from consistent care because staffing and communication arrangements are effective. Staff report there are sufficient staff available to support people with their day-to-day needs and to access appointments, activities and opportunities within the community. Inspection observations evidence information about people's well-being, health needs and support arrangements is shared appropriately between staff. Effective communication and workforce stability enable people to receive consistent support from staff who know them well, helping them maintain relationships, access opportunities and achieve outcomes that enhance their well-being and quality of life.

People are supported by a service with established governance and quality assurance arrangements. Supervision, training oversight and Responsible Individual monitoring provide ongoing oversight of service delivery and people's experiences. These arrangements support leadership and management to monitor the quality of care and support provided, review people's outcomes and maintain oversight of key areas of service provision. As a result, people benefit from care and support that is regularly monitored and delivered in a consistent manner, promoting their safety, well-being and positive outcomes.

People are supported by staff who receive regular supervision and management support. Supervision records demonstrate discussions take place regarding well-being, performance, training and professional development. Staff consistently describe supervision as positive and supportive. Comments included, "*I feel comfortable saying anything*" and "*we talk about any issues*." Staff report feeling listened to and supported to develop within their roles. This contributes

to workforce well-being, staff retention and the delivery of consistent, person-centred care.

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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