



# Inspection Report on

**Gelli Aur Care LTD**

**Carmarthen**

## **Date Inspection Completed**

22/11/2023

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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	05/08/2022
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 dedicated and passionate manager and staff team. The proposed Responsible Individual (RI) is currently going through CIWs clearance process. The proposed RI in conjunction with the owner has strong oversight of the service through quality audit tools and Regulation 73 visits.

People's individual health and wellbeing are at the centre to those working in the service. Care and support records give a real sense of the person, their needs and what is important to them. People and their families speak very 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 have an array of opportunities to learn new skills, hobbies and develop their knowledge.

## Well-being

People's choices and views are recognised. The RI seeks the views of people, their relatives during their visits. Care records provide detailed information 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 college. People plan their activities according to their wishes and preferences.

People are protected from the risk of harm and abuse. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are strong. 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 pro-actively 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 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. Staff are knowledgeable and passionate about supporting people to have the best quality of life. One care worker told us *"It's amazing seeing the 'guys' living such fulfilled lives"*. Care records are very detailed, person centred and along with associated risk assessments are reviewed regularly. People and /or their representatives are actively involved in the planning and reviewing of their care.

Relatives told us how much they value the tremendous work undertaken by the service and the excellent effects it has on their loved one including *"this care home goes above and beyond to accommodate their clients wishes where possible", "the staff are fantastic and really approachable, we have no qualms regarding talking and asking any of the staff for help or advice regarding any problems which might arise with Y" and "I love the way that staff in Gelli Aur have supported X in these last months to achieve his goals and help him to maintain his friendships. X talks about his life and what he does every day with a lot of purpose, and he is incredibly happy and proud of what he achieves"*.

Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. The manager and staff have worked pro-actively with a Local Health Board to ensure staff are highly trained to support people with complex medical needs and effectively respond to medical emergencies. A relative told us *"A Consultant stated that he is impressed with the care that X is receiving as a patient with complex medical issues he would ordinarily be in hospital several times a year. This shows the level of monitoring, careful support with appropriate diet and general health care, correct medication regime and appropriate escalation of treatment when he is unwell and how well they [Gelli Aur staff] are managing this"*.

People chose to participate in a range of group and individual interests which are important to them. Activities, hobbies, and educational courses are facilitated at the service and within the community. Staff strive to support and encourage people pursuing their interests and hobbies. People told us *"I really enjoyed the swimming today"* and *"I've made friends with people on my course"*.

## Environment

There are good arrangements in place to minimise risks to people's health and safety. 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 discussed with the manager and proposed RI. There are thorough maintenance checks, servicing and audits in place.

The environment supports people to achieve their personal outcomes. People enjoy living in comfortable surroundings with access to farmland and 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.

## Leadership and Management

There are strong 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. 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 owner is also regularly involved in the service and is supporting the proposed RI whilst they undergo CIW's clearance processes.

The manager is passionate about her role and the innovative service provided in Gelli Aur. She is supported by a staff team who promote the high standards and ethos of the service. Staff told us *"The best thing I have done is work here, I love it, it puts a smile on my face", "[manager] is excellent and very supportive", "I've had great support from [manager] and the team work extremely well together"* and *"[manager] is really great, very supportive and helpful"*.

People and their families speak very highly of the management and staff including *"I like all the staff they are very kind and funny", "the staff and management are excellent. They know X well, and all staff members are happy to work with him"* and *"Gelli Aur are doing their very best with young adults with very complex needs. I give them nothing but praise for the care and professionalism of the team"*.

Staff receive a very high quality induction. Two new staff members who were receiving their induction at the time of the inspection visit told us *"We are both very happy we have started in the Gelli Aur. The training is great"* and *"the induction is very detailed; I particularly like all the information about the people living here. We get to know a lot about them before working with them"*. Staff records also corroborate the detail of the staff inductions.

Care workers have regular supervision and an annual appraisal. The Manager feels well supported by the proposed RI who visits the service often. All staff attend a range of mandatory and unique 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. The service's training matrix and care records corroborates this. All staff spoken with demonstrate an exemplary understanding of their role in the protection of individuals. Recruitment records hold all the required information and checks. The service has an employee incentive to help attract new staff. Shift and working preferences are actively considered to help promote a positive work / life balance.

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
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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