



## Gelli Aur Care LTD



Cefn Cloch, Carmarthen, SA33 5PS



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[www.gelliaurcare.co.uk](http://www.gelliaurcare.co.uk)

The inspection visit took place on 13/01/2026 13 January 2026

## Service Information:

Operated by:	Gelli Aur Care LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Provision for mental health, Care home for adults - with personal care
Registered places:	6
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**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Gelli Aur is a small care home in a rural setting, comprising of a main house and two lodges with access to extensive outdoor space. The environment supports independence, meaningful activity, and positive well-being.

People experience excellent well-being. They are treated with dignity and respect, and their choices are central to daily life. Flexible, person-centred support enables individuals to engage in meaningful activities, maintain relationships, and exercise control over their lives.

Care and support are of an excellent standard. Personal plans are detailed and individualised, communication needs are well understood, and health and well-being are actively promoted. High staffing levels ensure people can access the community safely and in line with their personal goals.

The environment is maintained to a good standard. Spaces are kept safe, clean, and accessible, with well-equipped rooms and outdoor areas being used to support people's well-being. Regular checks are being completed, and any required improvements are being addressed promptly to ensure comfort and independence.

Leadership and management are good. Effective oversight is being maintained, and policies are current and aligned with guidance. Safe recruitment, strong staff support, and effective information-sharing are evident. Quality-of-care reporting is being improved, with the RI taking steps to strengthen evaluation and analysis.

## Findings:



### Well-being

**Excellent**

People are treated with kindness and respect and are supported to achieve their well-being outcomes. Care staff enable and encourage people to have as much control over their day to day lives as possible. Opportunities are provided for people to be involved in decisions that affect them, have their voices heard and choices respected. A staff member said, *“Even if people are not able to vocalise, they can still tell us what they want to do and then they are happier and it has a knock-on effect”*.

There is a proactive risk management approach enabling people to build on their strengths and independence. Meaningful activities are offered based on personal preferences, and daily plans are adapted throughout the day to reflect changing needs and wishes. A flexible and enabling approach is demonstrated by staff, who adjust routines in response to individuals’ mood, health, and environmental factors. People enjoy meaningful activities of their choice. A staff member told us, *“It’s a very fluid situation, it depends on how they feel when they wake up, the weather etc can change their minds on what they want to do”*.

People are protected from harm and abuse as much as possible. Potential risks to people are identified early and safeguarding measures are implemented to protect people in line with relevant procedures. People are made aware of their rights and are supported to be part of any plans and decisions affecting them. Staff are aware of their safeguarding responsibilities and know the process and procedure to report any concerns they may have.

Support is provided to help people identify opportunities within the community that promote engagement, learning, and personal growth. This includes leisure, education, and employment-related activities. Relationships with family, friends, and those important to individuals are maintained through appropriate support and encouragement.



People living at Gelli Aur are supported by staff who know them well. Detailed and comprehensive personal plans are developed with individuals and/or their representatives to ensure personal outcomes are being clearly identified. These plans are made accessible to staff and are used to guide day-to-day support. For individuals with more complex needs, highly personalised plans, including crisis and contingency guidance, are created to ensure timely and appropriate intervention from staff and other professionals.

Positive and natural interactions are observed between staff and people using the service. People are empowered to make informed decisions and maintain as much independence as possible. A staff member said, *"We don't care for people, we support them in how they want to live their lives. We do our best to give them what they want"*. Staff adapt their approaches to match individual preferences, communication styles, and levels of understanding. A relative told us, *"X sees the staff as their friends, any issues are usually resolved very quickly. The manager knows all the clients very well and is always on hand when needed, keeps me informed and updated"*.

People's physical and mental health is being actively promoted. Meal choices are supported, and encouragement is provided to help people make nutritious decisions that contribute to a balanced diet. Health-related information such as weight, blood pressure, and cholesterol, is being routinely monitored where required. Attendance at health and social care appointments is facilitated, and detailed records of these appointments are maintained. The provider's creative approach is recognised, with evidence that people are supported to pursue new health and well-being goals that may not have previously been considered.

A range of communication methods is used according to individual needs. Staff are able to interpret body language, behaviour, and facial expressions to understand and anticipate the wishes of people who are unable to verbalise their thoughts. This ensures that people's voices are being heard in ways that reflect their individual methods of communication.

People's rights to liberty are being upheld, and the least restrictive practices are used to promote safety while ensuring personal freedom. Risk assessments and safeguarding measures are implemented in line with personal plans, ensuring individuals are supported in a way that balances safety with autonomy.

Staffing levels are maintained to ensure people are supported to access the community in accordance with their needs and personal plans. Individuals requiring one-to-one or two-to-one support are enabled to participate in chosen activities, promoting independence, choice, and social engagement.



## Environment

Good

People live in a safe, warm and accessible environment that supports them to achieve their well-being outcomes. People have access to a range of communal and private spaces, enabling them to choose activities that meet their preferences. The quiet room, gym and activities room are well equipped and used regularly, providing opportunities to either socialise or spend time alone. The extensive grounds further enhance people's quality of life and are used to pursue personal interests. We saw that people enjoy using the polytunnel to grow their own vegetables and enjoy watching the wildlife and animals in the fields. The summer house and sheltered outdoor seating also provide safe, inviting spaces for people to enjoy fresh air and views across the countryside.

The main house and two lodges are decorated and furnished to meet the needs of the people living in them. People personalise their rooms, and we saw bedrooms that reflected people's preferences through photographs, meaningful items and personal belongings. In the communal kitchens, weekly meal plans and health and safety information are clearly displayed, promoting independence within a safe, structured and supportive environment.

The service is well maintained, and we saw evidence of ongoing improvements. A previously identified trip hazard had been addressed appropriately with the installation of a new step, ensuring safe access to the building. Maintenance checks, servicing and audits are completed, and records showed that areas requiring action are identified and managed. The rural location provides a quiet and private setting for people, and visitor monitoring is in place through the signing-in system.

Substances hazardous to health are stored securely, communal areas are uncluttered, and medication is kept safely in locked storage. Staff receive Health and Safety training as part of their induction, ensuring they understand their role in maintaining a safe environment.



## Leadership & Management

Good

There is currently no registered Responsible Individual (RI) in post; however, the duties required of the role are being carried out by the proposed RI, and effective oversight of the service is being maintained. A positive culture, characterised by support, inclusion, and respect, is being promoted by the management team. Staff are reported to feel well supported and confident in approaching managers with any concerns. One staff member said, “*They are good, help out whenever they can and they listen to you*”. Feedback from representatives indicates that communication is open, transparent, and responsive.

Policies are up to date and in line with current guidelines, and effective systems are in place to ensure information is shared appropriately across the service. RI visits are being completed and evidenced in accordance with regulatory requirements. A quality-of-care review report is being produced; however, the level of detail regarding areas requiring improvement and the progress made since the last reporting period requires further development. The RI acknowledges this and is making changes to the report format to strengthen the analysis and ensure clearer identification of priorities for improvement.

A safe and robust recruitment process is being implemented to ensure staff have the necessary skills, experience, and character for their roles. Appropriate vetting checks and references are completed prior to employment. A comprehensive induction and ongoing training are being provided, which exceed national expectations and are tailored to the specific needs of the people using the service, contributing to excellent wellbeing outcomes for people. Regular one-to-one supervision is being offered, enabling strengths to be recognised and areas for development to be identified.

Staffing levels are being maintained to ensure people receive consistent support and are able to participate in their chosen activities. This also ensures that experienced and qualified staff are available to respond effectively in unexpected situations or emergencies, contributing to the sustained delivery of high-quality 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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