

Gelli Aur Care LTD

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider summary

The provider was registered on:	06/09/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We firstly complete an Induction for all new staff based on the AWIF. Staff are then expected to complete this within the first 6 months of their employment. Also on Induction the are also given person specific training on each Individual. They also receive PAMOVA training. After 3 months of employment they complete the level 3 Medication. All staff complete the mandatory training and a training matrix highlights due dates. Once staff complete the AWIF they are enrolled on the H&SC level 2 .
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a robust recruitment process which includes filling in an application form and attending an Interview. Employment is offered subject to 2 references and a DBS check. To aid retention of staff they receive monthly supervisions throughout the probationary period. These then revert to 12 weekly supervisions. We also hold regular staff meetings and workshops to support staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
Gelli Aur Care LTD	Care Home Service	Adults Without Nursing

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2018
Maximum number of places	6
Service Conditions	• A maximum of 6 individuals can be accommodated at this service. • Gelli Aur Care LTD is registered to provide a Care Home Service at Gelli Aur Care LTD CEFN CLOCH, CARMARTHEN SA33 5PS • The responsible individual for this service is Helen Martin
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Helen Martin
Manager(s)	Sian Thomas

Service contact details

Service Telephone Number	01994484773
Service Contact Email Address	sian@gelliaurcare.onmicrosoft.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh
Non-verbal communication methods used at the service	• Objects of reference • Writing (Paper / Whiteboards) • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Garden(s) • Ground-floor accommodation only • Gym / sports facilities • Internet access • Laundry service • Number of bathrooms with assisted bathing facilities: 1 • Number of bedrooms with en-suite facilities: 5 • Number of communal lounges: 2 • Number of dining rooms: 2 • Number of shared bedrooms: 0 • Number of single bedrooms: 6 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • Spa / hot tub • TV point • Wildlife / domesticated animals

Engagement with people using the service

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2117
The maximum weekly fee payable during the last financial year?	£3996

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	15
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	18	0
Domestic staff	1	0
Other Staff	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	2	0	0
Care Worker	18	0	0
Domestic staff	1	0	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	11	7
Domestic staff	0	1
Other Staff	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	1
Senior Care Worker	2	0
Care Worker	4	0
Domestic staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	14	14
Domestic staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	9am-5pm 2 staff
Care Worker	Day shift between 7am and 10pm. Shifts variable due to 1.1 Or 2.1 support 8 staff.. Night shift 10pm-7am 3 staff.