



## Inspection Report on

**Elan Specialist Supported Living Service**

**53 Bridge Street  
Troedyrhiw  
Merthyr Tydfil  
CF48 4DX**

**Date Inspection Completed**

22/05/2024

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## About Elan Specialist Supported Living Service

Type of care provided	Domiciliary Support Service
Registered Provider	Elan Assisted Living Services Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	18 <sup>th</sup> May 2023
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

Elan Specialist Supported Living Service provides care and support to people in their own homes in the Merthyr Tydfil and surrounding areas.

People are happy with the service they receive and are consulted about their care and support. Care documentation is person centred giving care workers a clear oversight of peoples care and support needs. Care documentation is routinely reviewed to ensure it remains relevant. People are supported with their health needs and medication is safely administered. People and their representatives provided us with consistently positive feedback regarding the service they receive and the care workers who provide their care and support.

Care workers receive training relevant to the needs of the people they support. Care workers are happy working for the service and feel supported and valued in their roles. The management team have good oversight of service delivery and there are governance and quality assurance measures in place which help the service run smoothly.

## Well-being

People are treated as individuals. Care and support is person centred. This means it is tailored to each person's individual needs. Personal plans are clear and concise, containing practical information for care workers to follow. Care workers said personal plans contain the information needed to support people well. Personal plans are developed in conjunction with people and their representatives to ensure people's views on their care and support are obtained.

The service supports people to remain as healthy as they can be. Care workers know people well and can identify changes in their presentation and seek relevant advice. Personal plans provide information relating to people's medical needs. Medication is administered as prescribed and there are measures ensuring the safe administration of medication. The risk of infection is effectively managed by the services infection prevention and control measures.

People are treated with dignity and respect. The service provides good continuity of care due to its ability to retain staff. Care workers are familiar with people's needs, routines and the best ways of providing care and support. We saw positive interactions between people and care workers during our inspection. We observed care workers engaging people in meaningful conversations showing consideration and kindness. Our observations confirmed people and care workers have positive working relationships.

There are measures in place helping to protect people from harm and abuse. There is a safeguarding policy and care workers receive relevant training. Care workers know their safeguarding responsibilities and know how to report issues if they are concerned about a person's well-being. Risks to people's health and safety are assessed and managed. Recruitment is robust ensuring care workers are suitable to work with vulnerable people.

## Care and Support

The service provides person centred care and support. Personal plans are tailored to people's individual needs providing care workers with clear instructions regarding the best ways of supporting people to achieve their outcomes. Care workers have access to people's personal plans via an online system. This is a live system so any updates to people's personal plans are instantly communicated to care workers. Personal plans also consider risks to people's health and safety. We spoke to the management team about strengthening some risk assessments to ensure people remain safe. The management team assured us this would be actioned. People and their representatives are involved in the development of their personal plans and are regularly consulted on their care provision through three monthly personal plan reviews.

People and their representatives have good relationships with care workers and are pleased with the level of care and support provided. People we spoke to said, *"The carers are excellent, outstanding, they're really nice people"* and, *"The carers are good as gold. They sort out all my medication, so I don't have to worry. I have no complaints"*. As well as people receiving a service, we spoke to a number of people's representatives, all of which provided complimentary feedback. One said, *"The girls who come here are wonderful, really friendly and helpful"*. Another person's representative told us, *"Communication with the service is really good. I have access to the app so I can see when they've been to see my mother and what care and support has been provided"*. Staff turnover at the service is low. This means care workers get to know the people they support well, are familiar with their needs and routines and can recognise changes or deterioration and report to the relevant professional for advice or support.

The service provides support for people with medication needs. Care workers receive medication training and have their competency to administer checked by the management. Medication administration records (MAR) we viewed suggest people receive their medication as advised by the prescriber. Medication audits are completed to help identify and action any discrepancies. However, we found medication audits needed to be strengthened to ensure reasons for discrepancies are clearly documented. We discussed this with the management team who assured us this would be implemented.

There are measures in place to reduce the risk of infection. Care workers have access to personal protective equipment (PPE). There is an infection control policy and care workers receive relevant training. People receiving a service told us care workers use PPE when delivering care and support.

## Leadership and Management

Care workers are safely recruited and trained to meet the needs of the people they support. The service has satisfactory vetting practices which helps decide upon the appointment of staff. We saw the necessary pre-employment checks are completed. These include references from previous employers, employment history and Disclosure and Barring Service (DBS) checks. We saw evidence care workers complete an induction on commencement of employment and receive on-going core and specialist training. Records we viewed suggest most care workers are up to date with their training requirements. All care workers working at the service are registered with Social Care Wales, the workforce regulator. This is done to ensure care workers possess the skills and qualifications needed for working in the care sector.

The service shows commitment to providing good quality care and support. Arrangements to review service delivery help to self-evaluate and identify where improvements are needed. Every six months a quality-of-care review is completed, following this a report is published. We looked at the latest quality of care report and found it highlights the services strengths and areas where the service can be developed further. We saw evidence the Responsible Individual (RI) visits the service regularly and speaks to people and staff to inform improvements. There is a visible management team in place who take a hands-on approach, coordinating the running of the service. Policies and procedures help underpin safe practice, they are kept under review and updated when necessary. Other written information including the statement of purpose and service user guide provide people with information on what they can expect from the service. We found some minor amendments to the statement of purpose are needed to make it more relevant to current staff training arrangements. The management assured us amendments would be made at the earliest opportunity.

Care workers are supported by the management team and are happy working at the service. Care workers we spoke to provided complimentary feedback regarding the manager using words like, “*approachable*”, “*absolutely amazing*” and “*very good*” to describe them. Care workers told us they receive regular supervision and an annual appraisal. This is important as it gives care workers the opportunity to discuss their work and set their development goals. Records relating to supervision and appraisal show care workers are receiving the recommended levels of formal support.

### 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
35	The provider is not compliant with regulation 35(2)(d). This is because not all information in respect of each of the matters specified in Part 1 of Schedule 1 was available to view on the day of inspection	Achieved



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