

Elan Assisted Living Services Limited

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.

Contents

[Provider: Elan Assisted Living Services Limited](#)

- [Provider summary](#)
- [Training and workforce planning arrangements](#)
- [Regulated services delivered by this provider](#)

[Service: Elan Specialist Residential Care Service](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

[Service: Elan Specialist Supported Living Service](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

Provider: Elan Assisted Living Services Limited

Provider summary

The provider was registered on:	21/06/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

<p>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p>	<p>After the compulsory induction training, additional training needs are identified by management through spot checks, staff also have an input to additional training through supervisions and appraisals.</p> <p>Training is completed through the following:</p> <ul style="list-style-type: none"> • Care Skills Academy who offer a full range of accredited courses online, including the care certificate, all mandatory training and specialised training courses. • Staff complete a QCF qualification with Penguin QCF training. • Training through LA
<p>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p>	<p>At Elan we utilise several methods for recruiting staff, these include</p> <ul style="list-style-type: none"> • Vacancies advertised through Indeed. • Vacancies posted through social media. • Recommendations from current staff, this remains our biggest source of applications. <p>Staff are retained through a number of company benefits, healthy work life balance and a manageable workload.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Elan Specialist Residential Care Service	Care Home Service	Adults Without Nursing
Elan Specialist Supported Living Service	Domiciliary Support Service	None

Service: Elan Specialist Residential Care Service

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/06/2018
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Craig David Jones• A maximum of 5 individuals can be accommodated at this service• Elan Assisted Living Services Limited is registered to provide a Care Home Service at Elan Specialist Residential Care Service LEICESTER HOUSE, ABERFAN ROAD, MERTHYR TYDFIL CF48 4QN
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Craig Jones
Manager(s)	Lucy Jones

Service contact details

Service Telephone Number	01443691724
Service Contact Email Address	craig.jones@elan-als.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	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 5• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point

Engagement with people using the service

<p>The following arrangements are in place to conduct with those who use the service. • Service users within the residential premises attend meeting with management and staff to be active in all decisions that are made. • Service users are involved in their 3 monthly care plan reviews. • Service users are contacted by management on a regular basis to provide feedback on the service. • RI visits also take place to allow the service users to provide feedback and bring up any issues they wish to raise. • Service users families are given opportunities to speak with management and staff on a regular basis and during the 3 monthly care plan reviews for any input they may have on behalf of their relative.</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1962.97
The maximum weekly fee payable during the last financial year?	£2571.21

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)	10
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	3	0
Care Worker	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	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	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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	Working towards all staff completing

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
Senior Care Worker	3	0	0
Care Worker	6	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
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	3	0
Care Worker	6	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
Senior Care Worker	2	1
Care Worker	3	3

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift, 07:30 - 19:30 1 staff. Day shift 09:00 - 21:00 1 staff. Day shift 12:00 - 16:00 1 staff. Night shift 19:30 - 07:30 1 staff. Night shift 22:00 - 06:00 1 staff
Care Worker	Day shift, 07:30 - 19:30 1 staff. Day shift 09:00 - 21:00 1 staff. Day shift 12:00 - 16:00 1 staff. Night shift 19:30 - 07:30 1 staff. Night shift 22:00 - 06:00 1 staff

Service: Elan Specialist Supported Living Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/06/2018
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Craig David JonesElan Assisted Living Services Limited is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area
How many people in total did the service provide care and support to during the last financial year?	43

Service management

Responsible Individual(s)	Craig Jones
Manager(s)	Lucy Jones

Service contact details

Service Telephone Number	01443691600
Service Contact Email Address	craig.jones@elan-als.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	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>The following arrangements have been in place during the last year to consult with those who use the service. • Service users are involved in their 3 monthly care plan reviews that allow them to have a say in how they feel the package is going and highlight any concerns changes they feel are necessary. • Service users are also contacted by management on a regular basis to provide feedback on how they rate the service. • RI visits also take place to allow people using the service to provide feedback or bring up any issues.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£31.60
The maximum hourly rate payable during the last financial year?	£31.60

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)	27
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	1
Care Worker	18	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	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

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
Senior Care Worker	7	0	0
Care Worker	18	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
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	7	0
Care Worker	16	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Domicillary:06:30 - 19:30, 5 staff. 24hr support: day shift 08:30- 20:30, 2 staff, night shift 20:30 - 08:00 2 staff, day shift 08:30 -12:30 1 staff.
Care Worker	Domicillary:06:30 - 19:30, 5 staff. 24hr support: day shift 08:30- 20:30, 2 staff, night shift 20:30 - 08:00 2 staff, day shift 08:30 -12:30 1 staff.