



## Elite Domiciliary Care Ltd



Dowlais Suite 1a St. Margarets Park, Pengam Road, Bargoed, CF81 9FW



01443 801817



[elitedomiciliarycareltd.co.uk](http://elitedomiciliarycareltd.co.uk)

Date(s) of inspection visit(s):

20/06/2025, 24/06/2025

### Service Information:

Operated by:	Elite Domiciliary Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service 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**



Leadership & Management

**Excellent**

## Summary:

Elite Domiciliary Care Ltd operates within the Gwent regional partnership area, currently delivering services exclusively in Caerphilly. The service currently supports 42 people in their own homes and in the community. The service is dedicated to consistently delivering a high-quality well-being experience for people receiving care. It actively promotes autonomy and choice, helping people retain control over their daily lives. Feedback from people and their representatives indicate that they feel respected, valued, and well-supported. Care staff and leadership demonstrate a deep understanding of those they support, providing care that is genuinely person-centred. The service prioritises what matters most to each person and works closely with external professionals to ensure comprehensive, joined-up support. When needs extend beyond the service's scope, staff provide clear and appropriate signposting to other resources. Staff report feeling confident and well-supported in their roles. Regular supervision and access to diverse training opportunities contribute to a skilled, motivated workforce. Robust policies and procedures are in place to safeguard people and guide best practice. The management team maintains strong oversight through regular audits and quality assurance systems.

The responsible individual (RI) is actively involved and demonstrates excellent oversight of the service, ensuring continuous improvement and accountability. The service has grown since the last inspection and now has office staff.

## Findings:



### Well-being

Excellent

With few exceptions, people are supported to have as much control as possible over their day-to-day lives. Their well-being is excellent because they are encouraged to make informed choices, are actively involved in decision-making, and their voices are central to care planning and delivery. The service completes thorough assessments to ensure it can meet people's needs, which is clearly documented in care files. Personal care plans are co-produced, reflect people's preferences, and are regularly reviewed to remain relevant and responsive to changing needs. Care files are comprehensive and clearly outlines how people wish their needs to be met. People and their representatives report feeling respected and valued. Staff are consistently described as kind, compassionate, and professional. One representative shared "*Without them, I would not cope,*" highlighting the positive impact of the care on daily living and emotional well-being.

The service has a clear written Statement of Purpose (SoP) and a Service Guide, which is readily available. The guide includes information on how to make a complaint or give compliments, details of advocacy services, contact information, and an outline of people's rights. Complaints are handled effectively and promptly. Representatives' express confidence in the manager's ability to resolve issues, with one noting, "*C takes no nonsense.*" People are encouraged to express concerns and preferences, reinforcing a positive culture where involvement is valued and rights and dignity are upheld. The service provider employs a Well-being Lead; their presence enhances outcomes for both staff and people who use the service.

People are safeguarded from abuse and neglect through close collaboration between staff and external stakeholders. Robust systems are in place to identify and manage risks and these are regularly reviewed. Staff feel confident in their roles, they are passionate about improving outcomes for people and are fully trained, with some receiving specialist training to promote well-being and safety. The service demonstrates a strong commitment to safeguarding and upholding people's rights, with formal systems in place for reporting concerns. Representatives report feeling reassured about the safety of their loved ones. Care staff are respectful, always knock before entering, and seek consent from people and their representatives where needed. They arrive on time and communicate clearly if delayed. Provider promotes people's outcomes by also signposting them to other services when needed. People's representatives told me that they can access extra finances from the Bridging Gap initiative, and they use this money to buy extra support or access respite when needed.



## Care & Support

Excellent

Care and support is excellent because people receive high-quality, person-centred care due to their active involvement in planning and service delivery. The service conducts thorough assessments (for example using “About Me” tools) to ensure people’s needs are met. Personal care plans are detailed, regularly reviewed, and shared with people and their representatives. Plans are written clearly so both experienced and new staff can follow them easily.

People are supported by a stable staff team providing continuity of care to people. Where there is a change of staff, this is openly communicated in the first instance. People’s representatives told us that they value this way of communication as it shows respect and that their choices are considered and they have total trust on management. Care staff are highly skilled and well trained and have an excellent understanding of people’s individual needs and preferences. We saw that office staff, management team and care staff know people they support well, and language used when speaking is respectful and positive. Feedback gathered from one representative included *“Mum has advanced dementia and is still able to live a happy and safe life at home with the help and support of Elite. Their approach is person centred which is so important for someone like mum”*.

The service collaborates effectively with health and social care professionals, enhancing outcomes. There is a strong focus on safeguarding, and medication support is provided with transparency around any errors. Feedback from families and professionals highlights excellent communication, teamwork, and trust in the service. Feedback we got said *“The care provider works alongside us and not instead of us, so good communication and teamwork is vital, so that we can fulfil mum's wishes to the best of our ability”*. Community Nurse we sought feedback from told us that *“Communication is brilliant from Elite Domiciliary Care”*. People are supported with their medication where required, where there have been errors, these have been investigated thoroughly and CIW informed.



## Leadership & Management

Excellent

Outcomes for people receiving care are consistently underpinned by the provider's robust governance, effective management oversight, and comprehensive quality assurance systems. These systems actively promote and sustain a positive, compassionate culture throughout the service.

The RI maintains full oversight of the service, regularly visiting individuals supported and actively seeking feedback to inform continuous improvement. Staff are highly competent, having completed a range of mandatory training tailored to the needs of those they support. This includes specialist training in areas such as dementia care and end-of-life care. It is evident that the provider has made significant investments in staff development and training.

The service has successfully recruited six new staff members, three of whom are fluent Welsh speakers, an asset that enhances the service's ability to meet the linguistic and cultural needs of the community. Staffing levels are stable, and the provider attributes this to the effectiveness of the Well-being Practice and Support initiative, which has contributed to workforce retention and satisfaction.

All care staff interviewed reported that the training provided is thorough and of high quality. The provider has also procured external training resources to further enhance the standard of care delivered. There is a strong organisational commitment to developing leadership skills across all levels. Care Coordinators expressed that they feel valued and supported, which enables them to carry out responsibilities such as spot checks effectively. One Team Leader shared the following feedback: *"They've given me a great opportunity to progress in my career by offering me a Team Leader role that I have strived to achieve for years."*

Care staff confirmed that they receive regular one-to-one support. This is well documented. All care staff are registered with Social Care Wales (SCW), ensuring they possess the necessary qualifications and competencies to work within the care sector.

The provider has demonstrated a rigorous recruitment process, with staff files and procedures reviewed to ensure suitability for employment. A structured induction programme is in place, including mandatory shadowing prior to commencing duties. Both leadership and care staff demonstrate a strong understanding of people they support, including those with specialist needs. Staff achievements are recognised and celebrated through various initiatives. Leadership actively fosters a culture of openness and continuous learning. Staff reported that: *"Elite Domiciliary Care Ltd are happy to hear fresh ideas and treat mistakes as part of learning, not as failures."* Where necessary, the service follows appropriate disciplinary procedures. Overall, staff expressed high levels of job satisfaction and pride in working for Elite Domiciliary Care Ltd.

## 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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