



Inspection Report on

Cartrefi Cymru Co-operative Western Bay

**Social Bean Cafe
12 St Mary's St
Swansea
SA1 3LP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

29/09/2023

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About Cartrefi Cymru Co-operative Western Bay

Type of care provided	Domiciliary Support Service
Registered Provider	Cartrefi Cymru Co-operative Ltd
Language of the service	Both
Previous Care Inspectorate Wales inspection	21 June 2021 & 23 June 2021
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cartrefi Cymru Co-operative Western Bay is a domiciliary support service that operates from an office in Swansea. It is a charitable company run by a group of trustees and members which include people who use the service. Most people receive a service within supported living accommodation, although some receive support in their individual homes in the community. Within the office premises, the service has a community hub called 'Social Bean'; a safe place for people to network and develop their employment skills. Located in central Swansea, the Social Bean is a hive of activity and a place that people feel a strong attachment to.

The service recognises what matters to people most and commits wholeheartedly to helping people achieve their goals. People enjoy a highly active social life and strong community connections. They receive an excellent standard of care and support that allows them to keep healthy, pursue their interests and develop their skills. Care workers celebrate people's accomplishments and encourage them to experience new things. People receive support from care workers who share similar interests and are best placed to maximise their potential.

People's voices are heard and respected. The Responsible Individual (RI) and team of managers promote a positive culture that puts people first. Care workers uphold this sentiment as they strive to deliver the best possible service. The level of training and support they receive from managers provides them with a sound platform. Staff embrace new technologies which enhance the way they work.

Well-being

The service is committed to helping people lead fulfilling and rewarding lives: *‘Our ethos is to do with not to do for people and we aim to support people to develop their skills to achieve their potential.’* We found this ethos embedded throughout the service, resulting in people achieving their goals and experiencing a strong sense of accomplishment. Care workers inspire people to try new things in a considerate, measured way. They actively promote people’s health and independence, ensuring they have access to the medical and specialist services they need. People’s health and well-being has improved as a result of the support they have received.

People have ample opportunities to socialise and develop safe, positive relationships. They feel a strong connection to the Social Bean, where they often meet with friends to enjoy various activities and events. People also value the strong rapport they have built with care workers. They told us *“I love her!”*, *“She’s great”* and *“They are good... always get involved as I like to be busy”*. Managers assign care workers to people whose lifestyles complement one another. We found care workers to be warm and compassionate in their approach to care.

People experience a safe, dependable service and are protected by rigorous recruitment procedures. Care records clearly identify how care workers should manage risks to people’s safety and well-being. Care workers know people very well and understand how best to support them. They complete a range of mandatory and specialist training relevant to people’s needs. This includes training in relation to safeguarding adults at risk. The RI closely monitors the service to ensure high standards are maintained.

People have influence over the service they receive. They have been consulted about how the Social Bean is used and have contributed to the design of its logo and colour scheme. People’s preferences, routines and goals are clearly reflected within their care records, which they can access and update easily with their care workers. People’s views about the service are sought during forum meetings, ‘chat days’ and house meetings that are held within supported living accommodation.

Care and Support

People receive a high standard of care and support that enriches their lives. The service supports people to develop their skills and achieve their lifelong ambitions. People spoke with pride and joy about their achievements, which care workers actively encourage and celebrate. They carefully plan how they can help people successfully achieve their goals, breaking them down into stages if needed. Managers lead by example, instilling a 'can do' culture across the service. Care workers told us they enjoy working for a service that places people's well-being at its heart. The manager proudly told us "*People are living their best lives*". People told us they love meeting up with friends and being active with their care workers. We saw people creating banners to cheer staff on at the Cardiff half-marathon. They described how much fun they had had during recent dancing and baking activities. They were also looking forward to the annual Halloween party.

The Social Bean fosters a strong sense of belonging as people join together to socialise and take part in meaningful activities. It is thoughtfully decorated with people's artwork and photos of their achievements. We observed a joyous atmosphere as people sang and danced to music during a lively karaoke session. People enjoy taking responsibility for hosting events and working at the Social Bean, which has increased their confidence. A project manager is developing the Social Bean into a real community hub, as requested by people using the service. We were told that people's anxiety about authority figures has reduced as police officers often make social visits. People have recently enjoyed celebrating 'Cartrefi Fest', which involved a week of various group activities and a 'pass the baton' exercise starting in North Wales and ending in the Social Bean.

The service has invested in new software to improve its care planning process and overall standard of record keeping. Staff have made huge strides transferring care records onto the new system, which care workers can access securely on mobile phones. We found a high level of detail within personal plans regarding people's care preferences and routines. Care workers have embraced the new software, describing how they upload photos to create visual diaries that people can look back on with fondness. We found daily recordings to be of excellent quality, demonstrating clearly how people have spent their days. Care workers make prompt referrals to medical and specialist services when people's health and well-being change. The care and support people receive improves their quality of life. For example, people have become more mobile and independent and rely less on medication.

Leadership and Management

The service has overcome challenges to build stable teams of staff with good working relations. People are introduced to new care workers in a thoughtful, sensitive way. For example, they may receive a profile of the staff member and an initial introduction via video. This gives people time to get to know their care workers and build meaningful, trusting relationships. Care workers are carefully matched to people based on their interests and personality traits. People spoke affectionately about their care workers, and we saw them sharing much laughter and free-flowing conversation. One person said, *"They're all great"*.

People are involved in the recruitment process and will be invited to attend a recruitment forum following an upcoming 'chat day'. Records confirm that staff undergo the required recruitment checks before being employed. Managers consult staff about their working patterns and ensure appropriate staffing levels are maintained throughout the service. People told us staff are always available when they need support. We found staff to be friendly and professional as they communicated with people with dignity and respect. We saw people responding positively to their gentle prompts and kind words of encouragement.

Staff are passionate about their jobs and grateful for their development opportunities:

- *"I love it here."*
- *"I've never felt so supported and valued as a person... we've been able to thrive."*
- *"I enjoy coming to work."*

Staff complete a wide range of training, which they described as *"informative"*. Managers meet the service's training officer ahead of completing monthly staff rotas so they can factor in any required training. Staff complete refresher training to keep their practice up to date. They are supported to complete recognised care qualifications and register with Social Care Wales, as is required. Staff regularly receive formal, individual supervision plus an annual appraisal. The manager plans to focus on and promote the well-being support available to staff, which includes welfare meetings, a counselling service, online courses and social gatherings.

The service has a sound management structure and organised administration systems. Staff are required to read and sign policies and procedures, which are kept under review. Managers complete in-depth training over a six-month period to prepare them for their roles. Staff told us managers are *"Always on the ball"* and *"Any issues are resolved straightaway."* The RI was described as *"really supportive and understanding"*. The RI and manager have an excellent understanding of people's needs and backgrounds. We saw them interact with people in a natural, caring way, showing genuine interest in their lives. The RI visits people often to ensure the service is meeting their needs and expectations. People have opportunities to attend 'chat days' where they can speak with the RI and management team in a social setting. Regular forum meetings also allow people to influence decisions and improvements within the service.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
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