



## Inspection Report on

**Cartrefi Cymru Co-operative Cardiff and the Vale**

**Cartrefi Cymru  
Unit 2 Waterton Cross Business Park  
South Road  
Bridgend  
CF31 3UL**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

18/09/2023

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## About Cartrefi Cymru Co-operative Cardiff and the Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	02 December 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

People are very happy with the care they receive and have very good relationships with the care staff who support them. Personal plans of care are detailed, robust and reviewed regularly to keep them accurate. Referrals are made to health and social care professionals without delay and care staff document any changes to people's needs. Medication is stored correctly and administered safely. People are supported to be as independent as they can be and to attend activities of their choice. Care staff have a good understanding of the needs of the people they care for and do so with kindness and compassion. Care staff are well trained and feel supported and valued working at the service. There is currently a small amount of agency care staff working at the service. The responsible individual (RI) visits the service in line with regulatory requirements and robust quality assurance monitoring takes place regularly. There are policies and procedures in place and complaints to the service are taken seriously. Safeguarding referrals are made appropriately and monitored by senior staff. Care staff recruitment is safe and personnel files contain required documents.

## Well-being

People are treated with dignity and respect. People are given information about the service they can expect to receive and complaints to the service are taken seriously. Care staff have positive relationships with the people they support and treat people as individuals. Care staff promote independence and treat people with kindness and respect. People are happy with the care they receive and speak positively about the care staff who support them. People access the community regularly and attend social activities of their choice. Care staff are happy working at the service and feel that people are given very good care. One staff member told us, "*We do our very best to ensure people have good lives*". The RI engages with people during monitoring visits and ensures that people's views are sought as part of quality assurance processes.

People get the right care without delay. Care staffing levels are good and ensure that people do not wait for the care they need. There is a consistent staff team in place topped up with a small amount of agency care staff use, while care staff recruitment is ongoing. Care staff receive appropriate training for the roles they undertake and feel well equipped and supported to undertake their roles. Personal plans of care contain accurate and up to date information that outline's people's needs and how care staff should support them. There is further documentation available where required and all documentation is kept under review. Medication practices are safe and medication is administered in line with policies. People attend health appointments when required and the service works closely with social care professionals.

People are protected from abuse and harm. Cartrefi Cymru Co-operative Cardiff and the Vale has a robust safeguarding policy in place and all staff attend training in safeguarding adults at risk of abuse. There are policies and procedures in place for the safe operating of the service and safeguarding referrals are made to the local authority when appropriate. Information such as accidents, incidents and complaints are monitored closely. Care staff recruitment is safe and robust with pre-employment checks completed prior to employment commencing and there is a system in place to ensure Disclosure and Barring Service (DBS) checks are renewed regularly.

## Care and Support

People get the right care at the right time. Care staff have a good understanding of the needs of the people they care for and are able to anticipate the needs of people who cannot do this themselves. People receive care from a stable and consistent staff group which has enabled them to build good relationships. Care staff continuity is important as it ensures that people receive their care in their preferred way. There is a small amount of agency care staff use at the service, but we are assured that familiar staff are used where possible and the provider is actively recruiting care staff. Personal plans clearly outline people's needs and how they need to be met and include additional information and risk assessments where required. Personal plans are kept under regular review and updated when necessary to ensure they remain correct. These documents are important as they guide care staff on how to care for people correctly. Referrals are made to external health and social care professionals as required. Care staff have built good working relationships with professionals and are able to discuss any concerns or changes to people's needs. Medication processes are safe and robust. Medication is stored securely and administered safely. Medication Administration Record (MAR) charts are completed correctly and contain all required information.

People have choice and control over their lives. People have their own daily activity plan and do the things that matter to them. Care staff support people to attend activities of their choice and to visit friends and family as and when they wish. People told us that they are happy with the care they receive and one person said, "*I like all the staff very much*". Care staff encourage people to be as independent as they can be. We saw care staff speaking to people nicely and engaging in banter and laughter. We saw positive interactions where care staff gave people the reassurance they need to do things themselves. People trust the care staff who support them and one person told us "*Everyone is very nice to me*". Where possible, people and/or their representative are involved in the care planning processes to ensure their views are captured. Personal plans include details about people's likes, dislikes and preferences as to how care is provided.

## Leadership and Management

People benefit from the leadership and management in place. Cartrefi Cymru Co-operative Cardiff and the Vale has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the running of the service and people are given detailed information about the service they can expect to receive. The provider's statement of purpose is kept under review and updated when required. Complaints to the service are taken seriously, dealt with correctly and monitored closely. The provider is also looking at new ways to ensure all compliments to the service are captured, recorded and shared with care staff. The RI visits the service in line with regulatory requirements and engages with care staff and people using the service. There are robust governance and quality assurance arrangements in place which indicates that the provider is committed to providing a quality service and making improvements when needed. Safeguarding referrals are made to the Local Authority safeguarding team when required then stored centrally with recorded outcomes. This is good practice as it enables the provider to monitor referrals for themes, trends and patterns of abuse and then take appropriate action.

People receive support from staff who are well supported and recruited safely. Care staff attend training courses appropriate to the roles they undertake and feel well equipped to do their jobs. All care staff receive a formal supervision in line with regulatory requirements but can also speak with managers as and when required. Supervision is important as it is an opportunity for care staff to discuss any practice issues or needs in a formal setting that is recorded. Care staff we spoke with told us that they are happy working at the service and feel well supported. One person told us, "*The manager goes over and above*" and another person said, "*I love this company and wouldn't want to work anywhere else*". We examined a selection of staff personnel files and found that they contain all of the required information. Pre-employment checks including DBS certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

### 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
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