



Inspection Report on

Cartrefi Cymru Co-operative North Wales

**Cartrefi Cymru
30 Dean Street
Bangor
LL57 1UR**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

15/12/2023

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About Cartrefi Cymru Co-operative North Wales

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	22 September 2022
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 receive the right care and support to meet their needs and to achieve positive outcomes. Personal plans are in place to inform care workers of the level of support each person requires and how they want to receive their support. Support is provided to enable people to be healthy and safe. Risk assessments are used to manage known risks to people's safety. They are also used to enable people to take positive risks, which enhance their quality of life and their sense of well-being. People and their relatives are very happy with the service provided and describe it as "excellent". Care workers offer people choices within all aspects of day-to-day decisions. People are supported to increase their independence and to learn new skills. Opportunities are created for people to do the things that matter to them and to be a part of their own communities.

Care workers are recruited safely, receive appropriate training, and are well supported in their roles. They enjoy working at the service and feel highly valued in their roles. People are actively involved in making decisions about how the service is delivered and their views are considered as part of the future development of the service. Robust arrangements are in place to continually monitor the quality of the service provided to ensure people are receiving a high-quality service.

Well-being

People have control over their day to day lives. Each person's own preferred daily routines are respected, and people choose how they want to spend their day. Support is provided to enable people to take part in activities which they enjoy, both at home and within the wider community. Efforts are made to gather people's views regarding the service they receive and what improvements they would like to see in the future. In response to feedback received from people, the provider arranges a range of community-based events. People are involved in the planning and delivering of these, as well as actively participating in them. People told us they enjoy these experiences, and they are looking forward to future ones. The Board of Trustees, at service provider level, includes people who use the service. This means people's voices are heard, and their views shape the future development of the service.

People are happy and can do the things they enjoy. Opportunities to engage with and contribute to the community are consistently facilitated. People are supported to be a part of their local communities in a variety of different ways. For example, people who previously found interacting with others difficult are now able to use local facilities such as shops, hairdressers, and cafes. Other people take part in activities which enables them to make a positive change in their locality. Examples we saw included taking part in beach litter collecting, hosting fundraising events and supporting local food banks. Efforts are made to get to know what people like to do and this is recorded within their personal plans. We saw people are supported to do the things that matter to them. One person told us "*I do what I want to do*".

Positive and safe relationships are promoted. People told us they like their care workers and we saw interactions with people are caring, friendly, and respectful. Relatives told us care workers "*respect people as they are*" and they described the care provided as "*excellent*". Arrangements are in place to support people to keep in contact with their friends and family, and to make new social connections.

The care and support provided promotes people's health and well-being. Each person's health needs are known, and how their health needs are to be met are recorded in their personal plan. Records show professionals are contacted when people's needs change and the guidance received is followed.

Care and Support

People's care and support needs are known before they start to receive a service. Relevant information is gathered from people, and those who already know them, when deciding if the service can meet each person's needs. Relatives told us; *"with family involvement encouraged, the transition from home to full time care is well supported"*. We saw the information gathered is transferred into people's individual personal plans, which ensures care workers provide the right care to support people to achieve their outcomes. Personal plans are kept up to date following any changes and professionals are informed when required.

Personal plans record in detail people's care and support needs, and their preferences for how they wish to be supported. They are outcome focused and include people's aspirations and their wishes. People confirmed care workers provide their care in the way they want to be supported. They described their care as *"excellent"*. Relatives told us care workers *"go out of their way to support the individual"*. We saw risk assessments are used to manage the known risks to people's health, safety, and well-being. Positive risk taking is encouraged, which enhance people's enjoyment of their life. Each person is supported to reach their full potential. The care workers we spoke with were highly motivated by enabling people to increase their independence and to continuously develop new skills.

Effective measures are in place to safeguard people who use the service from harm and abuse. A comprehensive safeguarding policy is in place and relevant training is provided. Care workers are confident in their responsibilities to report any concerns they may have regarding the welfare of the people they support. We saw safeguarding matters are being reported promptly to managers, who then make safeguarding reports appropriately to the local authority. People told us they feel safe using the service.

People are supported to stay healthy and well. Personal plans record people's medical conditions and how they are managed. Care workers support people to have their medication as prescribed and to attend health appointments. Advice and guidance are sought from health and social care professionals in response to changes in people's health. We saw people are encouraged to be active and to participate in physical activities within their own community and a healthy lifestyle is encouraged.

Care and support are provided in people's preferred language, be it Welsh or English. The Welsh language is recognised as an important part of people's identity and efforts are made for people to receive their service in Welsh if this is their preference.

Leadership and Management

People can access written information regarding the service provided. There is an up-to-date statement of purpose available which informs people what they can expect from the service. A service user guide is available, which is written in a way that is accessible to people who use the service. This includes relevant information regarding how people can raise a complaint if they need to, and how complaints are responded to. People told us they would tell care workers or a manager if there was anything there were not happy with.

Care workers are recruited safely and receive appropriate training relevant to the needs of the people they are supporting. We saw pre-employment suitability checks are completed before new care workers come to work at the service. People who use the service are involved in interviews for new care workers, and their views are considered as part of the appointing process. Care workers complete an induction and mandatory training when they start to work at the service. Additional further training is also provided to enhance care workers knowledge and skills. Care workers describe the training they receive as “*excellent*”, and they told us they have opportunities to progress in their careers. Care workers feel valued by senior managers. One to one supervision sessions are regularly provided, and care workers told us the support they receive in their roles are “*excellent*” and “*amazing*”. Care workers told us; “*staff genuinely care and go above and beyond for the individuals we support*”.

Structured arrangements are in place to regularly monitor the quality of the service provided. Policies are in place to support the smooth running of the service, in accordance with the statement of purpose. The Responsible Individual (RI) regularly undertakes formal visits to settings where services are provided, to check the service delivered is in line with the statement of purpose. During the visits, feedback is gathered from people who use the service, and their care workers and spot checks of care documentation are completed. During discussions with the RI, we saw they know each person who uses the service, and every person we spoke with knew the RI. Formal quality of care reviews take place twice a year. However, opportunities to improve and develop the service provided are consistently and proactively sought. People told us they feel listened to, and we saw several examples where action had been taken by the provider in response to the feedback received.

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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