



Inspection Report on

Cartrefi Cymru Co-operative Ltd Powys

**Cartrefi Cymru
Unit 27
Ddole Road Industrial Estate
Llandrindod Wells
LD1 6DF**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

21/07/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Cartrefi Cymru Co-operative Ltd Powys

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	26 September 2019
Does this service provide the Welsh Language active offer?	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 and support they receive. They are fully involved in decisions which affect them. The staff teams show exceptional commitment to supporting people to set and work towards goals to improve their lives. Opportunities are created for people to socialise with other people in the community, pursue individual interests as well as take part in paid employment.

Staff have access to detailed personal plans, so they know how people want to be supported. Risk assessments are in place so people can do things with minimal support from staff and remain as safe as possible.

Staff are recruited safely and receive regular support from their line managers. The responsible individual (RI) is working hard to recruit new staff to the service in response to the current shortage of care workers in the sector.

There are good systems in place to continually monitor the quality of the service. The RI demonstrates a commitment to continue to make improvements which will enhance the lives of people using the service. Peoples' views are sought, and any issues raised are actively addressed to ensure the continued improvement of the service.

Well-being

People have choice and control over their day-to-day lives. They are treated with respect by staff who have an excellent understanding about what is important to them. Support plans are developed with the individual and tailored to their needs and wishes. People's views about the service are regularly sought through house meetings and forums. Some people are on the Council of Members who appoint the trustees to the organisation. This means they are involved in decision making at the highest level. Systems are in place for people to have their service in Welsh if they want it. Some staff speak Welsh, support plans and other key documentation can be translated if need be.

People do things that matter to them. Staff encourage and support people to reach their full potential and make sure they achieve what they want to in life. They are supported to be part of the community. This includes paid work, day trips out, community activities and holidays. Comments from staff include: *"I truly believe from my experience that Cartrefi really strive to do what matters for people"* and *"The support the individuals receive is based on their needs and wishes"*. People we spoke with praised the staff for helping them to be as independent as possible. The management team are working to improve staff recruitment and retention, and in the meantime, staff work hard to minimise any impact on people.

People's health and well-being are supported by well trained staff. They encourage people to remain as healthy as they can be through healthy eating plans and exercise. We saw examples of how supporting people to maintain contact with people important to them, is highly effective in improving their lives and maintaining their emotional well-being.

Systems are in place to help keep people as safe as possible. Staff told us training opportunities are excellent and on occasions, involve people using the service to help staff understand what is important to them. Staff know how to report incidents which may compromise the health and well-being of people. Individual risk assessments help promote positive risk taking. Good recruitment practices mean suitability checks are completed before new staff start working at the service.

Care and Support

People receive high quality support to do things that matter to them and makes them happy. People told us they are very happy with the service. Comments include: *“I have an excellent support team that helps me live a normal life and be part of the community”*, *“I get to go lots of places and try lots of new things”*, and *“I have done so much and live a full life”*. People can attend events in the community where they can meet up with friends or enjoy activities tailored to their wishes. The provider creates opportunities for people to do paid work which people tell us helps to build their confidence. Staff we spoke with are highly committed and very enthusiastic about supporting people to plan and work towards their goals. Regular discussions take place to see what else people want to do or take part in. Staff speak positively of the success’s individuals have achieved and tell us they are *“proud”* of people they support.

The provider promotes partnership working. Personal plans are developed with the person and focus on what is important to them and what they want to achieve. Plans are reviewed regularly to ensure they remain up to date in line with people’s wishes. A new electronic care planning system is being introduced which will enable people to take more control over their care and support needs. Opportunities are created for people to work with other organisations to improve their skills and confidence. This includes being involved in delivering training to staff. Staff tell us this is highly successful and gives them a better understanding of how people want to be supported. Some people are involved in developing video training for staff and people supported. The plan is to share this with other organisations. We saw examples of people successfully moving to independent living or more suitable accommodation because of the skills they have learnt at the service which have improved their lives.

People are supported to manage their physical and mental health. Systems are in place to keep people as safe as possible. People spoke enthusiastically how staff support them with health living and exercise plans. We saw examples of people taking control over their medication, finances, and health appointments. Risk assessments are in place to make sure this is well managed. Staff told us they have good training opportunities. They know who to contact if they have concerns about people’s well-being. People told us they are comfortable to talk to staff if they have any issues.

Leadership and Management

Quality assurance systems in place are effective in ensuring the continuous improvement of the service. New quality assurance posts have been created to further improve the process. Safeguarding, accident and incidents reports, as well as service specific audits, are completed and facilitate changes to be made to improve the service for people. Staff told us the provider is proactive in addressing any issues identified. Comments from staff include the *“Company are very good, always offer support”, “always looking at ways to improve”* and *“Cartrefi are a good company to work for with dedicated teams and positive outlook”*.

The RI has very good oversight of the service. They regularly visit people at home and meet with staff to gather feedback regarding the service provided. Records show issues identified during the RI visits are actioned immediately. We saw how partnership working with all departments in the organisation means they can draw on each other’s expertise and knowledge to address issues quickly. People are involved at the highest level in decision making because they sit on the Council of Members for the organisation who meet twice a year. This ensures people have a voice.

People have access to information about the service. This helps them to decide if it is right for them before they receive support. The statement of purpose accurately describes the service provided. There is a guide in a format people can understand which gives them useful information. Policies and procedures are available to support and guide staff in their practice.

People are supported by staff who are motivated and committed to improving the lives of the people they support. They meet regularly with their line managers to discuss any issues they may have. Staff tell us the training opportunities are *“excellent”* and the training department are *“very helpful”*. Recruitment practices are good and help to keep people as safe as possible. Regular team meetings allow staff to have their say about the service and discuss any issues as a group. New staff told us they have a good induction to the service and feel very supported. The provider is experiencing some issues with staff recruitment and retention which is currently across the sector. They are aware of the potential impact this has on staff and are working hard to address this.

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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 04/09/2023