



Inspection Report on

Cartref Ni Supported Living Service

**Goleufan
27 Chester Street
St. Asaph
LL17 0RE**

Date Inspection Completed

25/11/2023

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About Cartref Ni Supported Living Service

Type of care provided	Domiciliary Support Service
Registered Provider	Cartref Ni Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	15 July 2019
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

Cartref Ni place the people they support at the centre of their service. People are consulted for their views wherever possible, and we saw how this is incorporated into service delivery. Support workers feel valued and enjoy their work. The interactions we saw between people and their support workers were friendly and warm. There was a sense of collaboration between staff and people at every visit we attended. Staff are highly dedicated to their roles. One member of staff told us *“Here it is like a family”*.

The Responsible Individual (RI) and senior management are continuously looking at ways to develop and improve the service. We saw they are reviewing systems which are already working well to see whether further improvements are possible. Management effectively identify difficulties and consider solutions. One example of this is the introduction of a new online recruitment system which has produced an increase in job applications. We also saw evidence of collaborative working with other organisations and sharing best practice.

Well-being

People are at the centre of the service and are encouraged to do as much as possible for themselves, by kind and considerate staff. We saw evidence of positive risk taking to support people to achieve their personal outcomes. People are assisted to achieve their outcomes even when they seem hard to attain. People achieve a vast variety of outcomes, and recently these have included a long-distance holiday and a blue light car driving experience. When one person said they wanted to try paddle boarding, the opportunity was opened up to others. People told us how much they enjoyed this. Relatives told us people are “*supported very, very well*”. Another relative told us one person is having “*a really good time*”.

People are encouraged to contribute their views. Regular house meetings are held in houses where people are able to fully participate. Meeting records show people can share views and ideas, as well as to raise issues affecting the household. People participate in second interviews for members of staff. We saw people had been consulted about the format of their personal plans and any changes they would like to see. The service also holds four or five social events for people every year. We visited a Halloween event and saw people participating in bingo and decorating cookies. People looked happy and engaged, and we saw they could come and go as they pleased, making it a relaxed and sociable event.

People are supported to engage in a wide range of activities in their local community. People told us they enjoyed going to college or participating in voluntary work. The service’s newsletters are full of inspirational photos of people engaging in activities in their local community, including fundraising for charities of their choice. Management create opportunities for people to engage within their houses and the wider service. For example, when people were unhappy with their gardens, at the suggestion of staff in one of the houses, an annual garden competition was organised. This helped motivate people and support workers to create attractive gardens to relax in. We visited some gardens and saw some craft items people had made for them, as well as the plants they had grown. People were proud to show us what they had created.

People can receive care and support in the Welsh Language if they wish. There are enough Welsh speaking staff to support this. Support workers can attend weekly Welsh classes with a local college, and have access to a translation mobile app. The service provider has a bilingual website and documents can be translated into Welsh.

Care and Support

Person centred support is prioritised by the service, and people receive care and support which is adapted to meet their individual needs and wishes. We saw thorough and consistent personal plans followed through every aspect of people's support needs. Personal plans are of an excellent standard, they consider people's outcomes first and foremost, detailing any risks that are associated with them and how staff can support the person to achieve their outcomes. Support workers follow the personal plans carefully, ensuring people receive high quality, personalised care and support. People are provided with a copy of their personal plan which is full of photos detailing outcomes they have achieved. They explain everyone's gifts and skills and what is admired about them. This makes them a positive document which is treasured by people. When we visited people, they were proud to show us their personal plans, and enjoyed spending time showing us photos and talking to us about their achievements.

Relatives told us how carefully the service consult with people and families to ensure their personal wishes and outcomes are included in their personal plan. One relative told us how well their loved one had been supported when they moved in. They said staff "*engaged and listened to everything we told them*".

The service provider ensures people are kept safe by support workers who are well trained in safeguarding and risk management. Staff told us they are confident to raise concerns and know management will take action to protect people. We saw where concerns are identified for people, appropriate referrals are made to healthcare professionals for support. The advice of healthcare professionals is reflected in people's personal plans. We also saw there are measures in place to reduce risks. For example, when each staff member starts a shift a medication count is completed for everyone. This thorough system reduces the risk of medication errors.

Support workers follow safe hygiene practices and have a clear infection control policy to follow. We spoke to staff who told us how carefully they had supported people during the covid 19 pandemic to reduce the risk of infection.

Leadership and Management

The service provider has robust systems in place to monitor the service and ensure high quality care and support is being delivered. There is a quality and compliance manager in post, who visits each house and completes thorough audits of them. People are all visited by a manager every week, and periodically by senior management and the trustees. Records we saw show these visits include conversations with people about their views of the service. The Responsible Individual (RI) is heavily involved in the service and makes regular visits to houses. The RI compiles a record of these visits in 3 monthly reports for the service provider. During our inspection we attended a Halloween event and we saw people approach the RI to chat with them.

Management ensure there are robust support systems for staff, enabling them to deliver high quality care and support to people. For example, we saw they have a mentoring scheme for new managers. This has been shared with external services as an example of good practice. The management also work collaboratively with other organisations and has representation in some advisory groups. Staff told us they feel well supported by management. One staff member told us the service has “*high standards and high expectations but you get the support you need*”.

We saw investment is made in the service, and evidence of continuous improvement. The service has trialled a mobile phone app for people which logs progress in achieving their outcomes. There is also a new online recruitment system, which has attracted more job applicants. We also saw evidence of awards the service has achieved, demonstrating a commitment to further development.

There are plenty of well-trained support workers to deliver a high-quality service which meets people’s needs. The service has several cover staff who know people and can cover in the absence of regular staff. Support workers can access specialist training to enable them to follow best practice to meet people’s needs. The service has superb levels of staff retention. We saw several staff have achieved long service awards of 15 and 25 years over the previous year. Staff are supported to progress in their roles, and access courses for their personal development. All the staff we spoke to told us how much they enjoyed working for the service. One staff member told us it is “*such a privilege to work for such a lovely organisation*”.

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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