Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartrefi Cymru Co-operative Western Bay



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



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www.cartrefi.coop

The inspection visits for this service took place between 08/09/2026 and 18/09/2026

Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults, Supported living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

People supported by Cartrefi Cymru Co-operative Western Bay experience excellent well-being outcomes because they receive highly personalised support from staff who know them well, promote their rights and independence, and help them achieve things that matter to them.

We found that people receive good quality care and support that is person-centred, responsive and focused on achieving positive outcomes. Most staff work collaboratively with people, relatives and professionals to deliver support that promotes safety, independence, choice and well-being. The service demonstrates a strong commitment to helping people achieve their personal goals whilst maintaining their rights and dignity.

Leadership and management arrangements are effective and provide good assurance that people receive safe, person-centred support. Leaders have established a positive culture, robust governance systems and a strong focus on continuous improvement, which helps promote consistently good outcomes for people using the service.

Findings:

Well-being — Excellent

People achieve excellent outcomes because they have a high level of choice and control over their lives and receive support that enables them to pursue their ambitions, interests and aspirations. We found people are actively involved in decisions that affect them, including planning their support, choosing activities and influencing how services are delivered. Some people are involved in recruiting their own staff and others have direct access to electronic records to contribute to their care documentation. This promotes independence, personal responsibility and ownership of their support. Evidence from care records, discussions and feedback demonstrated people are encouraged to develop skills, increase independence and achieve meaningful goals.

People benefit from highly personalised support that promotes their physical, emotional and social well-being. We saw examples of people achieving significant outcomes, including developing daily living skills, accessing employment and volunteering opportunities, participating in sport and progressing towards greater independence. Staff understand people's strengths, preferences and communication needs well and support them in ways that respect their rights and individuality. One person told us the support they receive is *"life changing"* and that staff *"do things with me not for me"*. Another relative told us, *"I can't speak highly enough of Cartrefi, our only regret is that we didn't do this sooner."* These views reflected feedback received from many relatives and professionals.

People are supported to develop and maintain positive relationships and to be active members of their communities. The provider has created extensive opportunities for social inclusion through community projects, volunteering, education, employment programmes and social activities. We found the Social Bean community hub plays a significant role in helping people build friendships, develop confidence, learn new skills and participate in community life. People access local groups, volunteering opportunities, sporting activities, social events and work experience placements. Professionals consistently told us the provider promotes inclusion, independence and positive outcomes. One professional described the service as *"person-centred, outcome-focused and respectful of the individual's voice, wishes and feelings."*

People are supported by staff who understand their safeguarding responsibilities and are committed to promoting their safety, rights and well-being. Staff demonstrated a good understanding of safeguarding procedures and were able to explain how they would recognise, respond to and report concerns. Records showed safeguarding matters were appropriately managed, with referrals made to relevant agencies where necessary and lessons learned used to improve practice. Risk assessments and support plans provided clear guidance to help staff support people safely whilst maintaining their independence, choice and control. This ensures people are protected from harm and are supported by staff who understand the importance of balancing safety with positive risk-taking and individual rights.

Care & Support — Good

People receive good care and support from staff who know them well and understand their individual strengths, needs, preferences and aspirations. We found comprehensive personal plans contained detailed information about people's communication needs, health requirements, routines, interests, goals and desired outcomes. Records were person-centred and reflected people's involvement in planning and reviewing their support. Where appropriate, relatives, advocates and professionals contributed to support planning to ensure people's views and wishes were considered. Records showed that care plans are regularly reviewed and updated to reflect changes in people's circumstances and support needs. Some relatives described support as personalised and responsive. One relative told us, *"Communication is absolutely amazing. We feel a part of it all."*

People are supported by a skilled and committed workforce that promotes their rights, independence and well-being. We observed positive, respectful and inclusive interactions between staff and people using the service. Staff communicated effectively, treated people with dignity and encouraged them to make choices about their daily lives. Feedback from people, relatives and professionals consistently highlighted the caring approach of staff and their commitment to helping people achieve positive outcomes. Feedback from professionals stated, *"I have nothing but praise for the provider and the way they have supported them."* Staff demonstrated a good understanding of person-centred practice and the importance of supporting people to maintain control over decisions affecting their lives. Feedback from people stated, *"They actually are person centred."*

People benefit from a strengths-based approach that helps them develop skills, increase confidence and achieve greater independence. We saw examples of people being supported to develop independent living skills, access education, employment and volunteering opportunities, manage their own tenancies and participate in meaningful activities within their communities. Staff worked alongside people to identify and achieve personal goals, supporting them to build confidence, develop skills and increase independence at a pace appropriate to their needs. Feedback from relatives stated, *"He's already achieved so much in his time there."*

People benefit from effective arrangements to support their health and well-being. Care records demonstrated people receive support to access healthcare services and specialist professionals when required. We found detailed guidance was available to assist staff in meeting people's healthcare needs safely and consistently. Improvements had been made to the management of specialist dietary and dysphagia needs since the previous inspection, including enhanced training, competency assessments and strengthened oversight arrangements. This helped ensure people receive safe and appropriate support while maintaining as much independence as possible.

Leadership & Management — Good

The service is led by a committed and values-driven leadership team that promotes a strong person-centred culture and focuses on achieving positive outcomes for people. The responsible individual (RI) and management team have a clear vision for the service, which is well understood by staff and reflected in practice. Throughout the inspection, leaders demonstrated a strong commitment to ensuring people are supported to exercise choice and control, develop independence and participate fully in their communities. Consistently positive feedback from people, relatives, staff and professionals indicated confidence in the organisation's values, leadership and approach to supporting people. Feedback from professionals stated, *"The staff consistently go above and beyond to turn aspirations and dreams into reality."*

There are effective governance and quality assurance arrangements in place to monitor the quality and safety of the service. The provider gathers and analyses information from a range of sources, including audits, quality reviews, accidents and incidents, complaints, safeguarding matters and feedback from stakeholders. We found evidence that information is used to identify trends, monitor performance and drive improvement. The provider completes regular quality of care reviews and RI oversight arrangements are well established. These processes help ensure people receive consistent and safe support across the service.

Leaders demonstrate a positive approach to learning, reflection and continuous improvement. Improvements had been implemented following the previous inspection, particularly in relation to dysphagia management, specialist health support and oversight arrangements. The provider has strengthened training, competency assessments and monitoring processes to improve practice and reduce risks. We found most managers are responsive to issues identified through audits, reviews and feedback and took appropriate action to address concerns and develop services further. Feedback from staff stated, *"Management give a listening ear."*

The provider promotes a positive organisational culture where staff feel valued, supported and able to contribute to service development. Staff told us they feel supported by managers, receive regular supervision and have access to training and development opportunities. Feedback from staff stated, *"I've never felt so supported in a job"*. There are arrangements in place to monitor staff performance and identify learning needs. Staff demonstrate a clear understanding of their roles and responsibilities and are committed to delivering high-quality, person-centred support. Feedback from staff indicated management teams are approachable and provide effective guidance and support when required.

The provider has systems in place to promote safe recruitment, safeguarding and workforce development. Policies and procedures support staff to understand their responsibilities, and managers monitor compliance with mandatory training and key organisational requirements. We found appropriate arrangements for managing safeguarding concerns, incidents and complaints, with evidence that issues are investigated and used as opportunities for learning and improvement.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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