Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartrefi Cymru Co-operative West Wales

18 Water Street, Carmarthen, SA31 1RG

01267266911

www.cartrefi.coop

The inspection visits for this service took place between 18/08/2026 and 25/08/2026

Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

Cartrefi Cymru Co-operative West Wales is a domiciliary support service that operates from offices in Carmarthen town centre. The service provides care and support to people living in their own homes throughout Carmarthenshire and Pembrokeshire.

People supported by the service experience excellent well-being outcomes because they have choice and control over their daily lives. People maintain important relationships and take part in meaningful activities.

People receive good-quality care and support because personal plans reflect their needs, preferences, strengths and aspirations. Care staff know people well and respond effectively to changes in their physical and emotional health. Safe medication arrangements and positive approaches to managing risk support people's independence and well-being.

Leadership and management are good because the provider has robust governance, oversight and quality assurance arrangements. Care staff are safely recruited, well trained and feel supported. Effective partnership working with professionals helps promote consistent support and positive outcomes for people.

Findings:

Well-being — Excellent

People experience positive well-being outcomes because they are empowered to make choices, maintain independence and participate in activities that are meaningful to them. Care staff support people to live healthy and active lifestyles, promoting choice and control in day-to-day decision-making. People receive timely support with their health needs and care staff work proactively to identify and respond to any emerging concerns. Comprehensive personal plans clearly reflect people's physical, mental and social care needs, ensuring support is tailored to individual circumstances, preferences and aspirations.

People are empowered to lead fulfilling lives, maintain meaningful relationships, and exercise choice and control. When reviewing a sample of personal care plans, it showed that people have tailored activity planners that reflected their interests and desired outcomes, including volunteering, horse riding, exercise, social groups, community events and education. Feedback from people stated that they, *“feel included”* when planning activities. In addition to this, a dedicated activities co-ordinator organises individual and group opportunities. During inspection visits, we saw sensory support tailored to one person’s pace and preferences, reducing anxiety and increasing engagement.

People are actively involved in decisions and supported to understand and exercise their rights. The provider offers self-advocacy and human-rights workshops and assists people to access independent advocacy when raising concerns. People also influence service development through meetings and consultations. For example, people supported by the service helped choose the location, furnishings and design of new community facilities, demonstrating meaningful co-production.

People maintain important relationships and remain connected to their communities. They regularly spend time with relatives and friends and attend venues and activities of their choosing. Representatives said they were involved in reviews and informed of changes. They described staff as caring, professional and person-centred, and reported improved confidence, independence and quality of life. One relative said, *"They are enabling them to live their own life while still having the reassurance and support around them that they need."*

Effective safeguarding arrangements are in place to ensure people’s safety. There are robust safeguarding policies and procedures, and care staff understand their safeguarding responsibilities. Professionals described the service as highly person-centred and recognised significant progress, particularly in enabling people to build confidence and independence through jointly planned, well-managed risks.

Care & Support — Good

People receive personalised, responsive care that helps them achieve outcomes important to them. Personal plans give care staff clear guidance on people's needs, preferences, strengths, communication, health, risks and aspirations. The records we reviewed reflected people's histories, interests and what matters to them. The service regularly reviews these plans and involves people and their representatives when support needs change. A relative said, *"They always phone whenever there is a change."*

Care staff know people well and provide effective support that promotes independence, choice and positive risk-taking. Personal plans include strategies for communication, anxiety management and behavioural support. They also describe signs of distress and how care staff should respond. Risk assessments are reviewed regularly and link clearly to care plans, helping people build skills and confidence while remaining safe. People receive effective support with their physical and emotional health. Care records give clear guidance on health conditions, specialist needs, monitoring and intervention. Care staff support people to attend appointments and access specialist services. They use health passports and monitoring tools where appropriate. Representatives were confident that care staff recognise changes in people's well-being and respond promptly. One relative told us, *"They have taken the time to really get to know her as a person."*

People receive safe, person-centred support with their medication. Arrangements reflect their choices, preferences and level of independence. The provider has strengthened practice through additional training and enhanced competency assessments for care staff. Managers regularly audit medication administration records, storage, temperature checks and staff competency. These checks provide effective oversight and help ensure consistent practice. Personal plans include clear guidance on medication risks, refused medicines and specialist support.

Effective safeguarding arrangements help protect people from abuse and neglect. Care staff understand their responsibilities and report concern appropriately. The service works with local authorities and partner agencies when concerns arise and uses learning from incidents to improve practice. Care staff also support people to understand their rights, raise concerns and access independent advocacy. These arrangements help people feel safe, listened to and in control of their support. One person told us, *"Staff are very professional and caring."*

Leadership & Management — Good

People benefit from effective leadership and clear governance. The provider has strengthened its management structure, oversight and accountability. Cross-regional audits provide additional scrutiny and help managers identify and address areas for improvement. These arrangements support consistent service delivery and good outcomes for people.

Quality assurance systems effectively monitor the safety and quality of the service. Responsible Individual (RI) visits and six-monthly quality reviews consider people's outcomes, identify trends and guide improvement. Audits cover care records, medication, training and operational practice. Policies are regularly reviewed and reflect current legislation and guidance.

People are supported by a skilled and suitably recruited workforce. The service follows robust recruitment procedures to help ensure staff are fit for their roles, and managers maintain oversight of staff registration with Social Care Wales (SCW). Staff told us they received a positive induction and felt welcomed into the organisation, enabling them to develop effective working relationships with colleagues. Feedback indicated that the induction and training programme is of a high standard and compares favourably with previous experiences in other care settings. One staff member said, *"the training was very good; I feel confident in my abilities".* The provider demonstrates a commitment to workforce development by investing in ongoing training and learning opportunities, helping staff to build their knowledge, skills and confidence to meet people's needs effectively.

People receive support from care staff who feel valued and supported. Care staff described a positive culture that prioritises learning and professional development. Training records showed mandatory training was largely up to date, with outstanding courses arranged. One staff member said, *"Management are very supportive."*

The service works effectively with commissioners and other professionals. Feedback recognised progress since the last inspection and described managers as person-centred, transparent and collaborative. One professional stated, *"We have seen real progress"*. Strong partnership working and well-managed positive risk-taking help people develop skills, confidence and independence. Another professional stated, *"the management team have made massive improvements around being person centred."*

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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