Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartrefi Cymru Co-operative Cwm Taf

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www.cartrefi.coop

The inspection visits for this service took place between 25/08/2026 and 26/08/2026

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	Excellent
Leadership & Management	Excellent

Summary:

Cartrefi Cymru Co-operative Ltd provides support to people over the age of 18 years. Support is provided to people in the place they currently live, whether that be as an individual, within a supported living setting, an Extra Care facility, or in their own home in the community.

People achieve excellent wellbeing outcomes because care staff place them at the centre of care and support. Care staff know people exceptionally well and provide highly personalised support that reflects individual preferences, strengths and aspirations. They build trusting relationships that promote dignity, respect and meaningful engagement. People confidently express their views, make choices about their daily lives and retain control over decisions affecting them.

Care staff deliver excellent care and support that consistently achieves positive outcomes. They follow detailed, person-centred plans, monitor health needs effectively and respond promptly to changing circumstances. Care staff work closely with families and professionals to provide coordinated, timely support. Effective medication management and strong infection prevention and control practices help safeguard people's health and wellbeing.

Excellent leadership creates an open, positive and person-centred culture that motivates staff to deliver excellent quality care. They maintain effective oversight through robust monitoring, clear communication and ongoing workforce development. Care staff feel valued, supported and empowered, and training equips them with the skills and confidence to excel. Although the

Homecare and Extra Care services are relatively new, leaders have established strong governance arrangements that support continuous improvement and demonstrate a clear commitment to achieving excellent outcomes for people.

Findings:

Well-being — Excellent

People achieve excellent well-being outcomes because care staff place choice, independence and personal aspirations at the heart of support. Care staff treat people with dignity and respect and build positive relationships that promote confidence, self-worth and inclusion. People receive support from caring staff who know them well and consistently respond to their wishes and preferences. We observed warm, natural and respectful interactions throughout the inspection. People appeared comfortable, relaxed and engaged in the presence of staff. Relatives consistently told us their family members are happy, safe and well supported.

The provider creates extensive opportunities for people to lead meaningful lives and remain connected to their communities. People access a wide range of activities, including gardening groups, sensory sessions, choir, cooking groups, sports activities, community events and social clubs. Dedicated activity coordinators support people to participate in activities that reflect their interests and goals. We found people regularly access employment, volunteering and educational opportunities. Several people have secured valued community roles and developed greater independence through structured support and positive risk-taking approaches.

People are supported to stay as healthy as possible and get the right care at the right time. People's care and support needs are reviewed, with personal plans adapted as needed. The service works with health and social care services, reporting and referring issues as they arise. Guidance from other professionals is acted upon and informs personal plans. People are supported to receive their prescribed medication as directed in line with local procedures. Infection control measures are used to protect people.

Systems are in place to help protect people. The service ensures care staff are recruited safely and all relevant checks are completed prior to employment. Care staff receive ongoing training to support them to have the correct knowledge and skills, including safeguarding training. The service identifies potential risks to people or care staff and develops plans around how to manage these. People have access to information to help them raise issues. The service provides a written guide, containing practical information about the service and care provided, and information about the complaints process if needed.

Care & Support — Excellent

People receive care and support of an excellent standard because care staff know them exceptionally well and provide support that reflects their needs, preferences and aspirations. The service operates a comprehensive assessment and onboarding process which ensures care staff fully understand people's needs before support commences. Assessments consider compatibility, risks, health needs, communication requirements and desired outcomes. This enables people to experience continuity, stability and positive outcomes. A relative told us, "*It's a weight off our minds that he is so well cared for".*

Personal plans are detailed, individualised and strengths based. Plans clearly describe people's preferences, routines, health needs, goals and support requirements. Care staff use this information to provide consistent and highly personalised care. We reviewed care records which demonstrated a strong focus on maintaining independence, promoting skills and supporting people to achieve personal outcomes. Daily records evidenced meaningful engagement and ongoing support to achieve identified goals. Care staff spoke passionately about the people they support and demonstrated a detailed understanding of their needs. A social worker told us "*I am extremely happy with the care and support that Cartrefi provides. From my experience, they are fully committed to supporting the individuals they work with to achieve their aspirations and personal outcomes. It is clear that the people they support are at the centre of everything they do".*

People benefit from support that promotes positive risk-taking and enables them to live fulfilling lives. Care staff help people develop their skills, access their communities and make informed decisions while maintaining their safety and well-being. We found examples of people being supported to gain employment, manage finances, access activities and build confidence. Care staff consistently encouraged people to make decisions about their daily lives and respect their choices.

The provider works effectively with health and social care professionals to ensure people receive appropriate support. Health appointments, health passports and specialist guidance inform care delivery. Care staff monitor people's health needs and seek professional advice when necessary. Medication management arrangements are robust and support people to receive medicines safely and in accordance with best practice guidance. Governance systems provide effective oversight of medication administration, competency assessments and audits.

People remain protected from harm through strong safeguarding arrangements. Care staff understand their safeguarding responsibilities and demonstrated confidence in reporting concerns. Appropriate systems support the identification, review and management of incidents, accidents and safeguarding matters. The provider analyses information effectively to identify trends and implement improvements where required. Infection prevention and control practices are robust and care staff have access to appropriate training, guidance and equipment.

Leadership & Management — Excellent

People benefit from exceptional leadership, governance and oversight arrangements. Management promote a strong values-based culture that places people at the centre of service delivery. Care staff, people and professionals consistently described managers as approachable, responsive and supportive. They maintain a clear focus on improving outcomes and ensuring people receive high-quality, person-centred support. Feedback demonstrated high levels of confidence in the management team and the direction of the service.

The provider operates comprehensive quality assurance systems which effectively monitor performance and drive improvement. Managers complete regular audits, quality monitoring visits and service reviews. Area managers, Responsible Individual (RI) and governance teams maintain oversight through structured quality monitoring, RAG (red, amber, green) rating processes and performance indicators. We found they analyse information effectively and take timely action to address emerging issues.

The provider demonstrates a strong commitment to innovation and continuous improvement. Digital systems support effective oversight, workforce planning and care delivery. Leaders actively review practice, seek feedback and introduce new initiatives to improve outcomes for people. The service continues to invest in activity programmes, sensory facilities, community hubs, technology and staff development.

People benefit from support provided by a stable and committed workforce. Staff receive regular supervision, ongoing training and access to learning and development opportunities. Training arrangements include both core and specialist subjects relevant to the needs of people using the service. Care staff described training opportunities positively and told us they feel well supported to undertake their roles. The provider promotes staff well-being through comprehensive support arrangements, recognition initiatives and benefits designed to encourage retention and professional development. People using the service describe the care staff as "*They are 1000%*", "*Brilliant*", "*Absolutely wonderful*" and "*Marvellous*".

The provider actively celebrates success and recognises the achievements of both staff and people. Reward schemes, awards programmes and co-operative involvement help create a highly positive culture. Staff feel valued and encouraged to contribute ideas to improve services. Care staff told us, "*I do feel valued and can express my views*", "*I feel there is a strong sense of team work and staff are committed to providing good quality support*" and "*It's a good company to work for*". People also influence service development through forums, meetings and recruitment processes. One person supported told us, "*I help to make decisions*". Strong partnership working with health, social care and community organisations further enhances outcomes for people.

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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