Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartrefi Cymru Co-operative Cardiff and the Vale

Cartrefi Cymru, Unit 2 Waterton Cross Business Park, South Road, Bridgend, CF31 3UL

01656655606

www.cartrefi.coop

Date(s) of inspection visit(s): 17/07/2025, 24/07/2025

Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is working towards a bi-lingual service.

Ratings:

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

Summary:

People are very happy with the care they receive and have built positive relationships with the care staff who support them. People are supported to be as independent as they can and to live their lives in their preferred way. Personal plans of care contain detailed information about people's needs and how they should be supported and focus on people's personal goals and well-being outcomes. There are risk assessments in place where required and all documents are kept under review. People are supported to access health care services when required and medication is administered correctly. Care staff are happy working at the service and feel well supported by the management team. Care staff receive appropriate training and are vetted correctly before they begin employment. The Responsible Individual (RI) has excellent oversight of the service and visits in line with regulatory requirements. There are policies and procedures in place for the running of the service and regular quality assurance monitoring takes places. People are given detailed information about the service which includes how to complain if they are unhappy. Safeguarding is taken seriously at the service and referrals are made to the local authority when required.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People are treated as individual and supported to be as independent as they can be. People are encouraged to live their lives in their preferred way and to make their own choices where possible. People have their own personal daily routines and do the things that are important to them. Personal plans of care are person centred and include people's personal views, likes and dislikes. People and/or their representatives are involved in assessments and reviews of their care needs to ensure care staff have a clear understanding of their well-being outcomes and how they can be achieved. Where possible, people are encouraged to assist in the recording of the support they have been given. Care staff levels are determined around the support people require within their homes and the community. This ensures that people can choose to attend activities of their choice and care staff are available to support them. One person told us "*My favourite activity is the co-operative meeting at head office; we plan lots of great things there."* Another person told us about an outing to the cinema that they had enjoyed. People have choice in regard to daily meals, are supported to shop for ingredients and to prepare meals where possible. Care staff have a good understanding of people's dietary needs and ensure these are considered when planning meals.

People are supported to create and cultivate safe and healthily relationships. People have built positive relationships with the people they live with but are also encouraged to build and maintain relationships with friends and family outside of their home. Care staff facilitate various communal activities within people's homes including gardening, movie nights and arts and crafts which people told us they enjoy, and people are supported to receive visitors into their homes. The provider has a dedicated activity co-ordinator who organises a number of social events throughout the year that brings people together and has assisted friendships being formed. People are supported to visit and spend time with their family and also have opportunity to go on holiday to places of their choice. One person told us about the trips to theme parks staff had supported them with and the plans to take a caravan park holiday with another person using the service. Another person told us about their annual family holidays abroad which they really look forward to.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes. The service has a stable care staff team who have a very strong understanding of people's needs and how to support them. Care staff provide care with patience and respect and have built positive, trusting relationships with the people they support. One person told us, "*I like all of the staff, they are great and help me a lot".* Personal plans of care contain robust, detailed information about people, their needs and how they are best supported. Personal plans focus on people's personal goals and well-being outcomes and how these can be successfully achieved. There are risk assessments in place and further information to guide care staff where required and all documentation is kept under review to ensure it remains accurate and current. We saw evidence that people attend routine health appointments with GP's and dentists and referrals are made to other health professionals such as physiotherapists and dieticians when required. Any professional's advice or guidance is added to personal plans and followed correctly.

People's medication is safely managed. The service has a robust medication policy in place which includes details of how care staff should respond in the event of a mediation error. Medication is stored safely and administered in line with prescription guidance. Care staff are trained and deemed competent to administer medication before they are able to do so. Medication Administration Record (MAR) charts are in place and contain required information and are sign correctly to indicate when medication has been administered.

People are protected from harm and abuse. Cartrefi Cymru Co-operative Cardiff and the Vale has a detailed safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. Care staff understand how to safeguard people and where to direct any concerns they may have. One staff member told us, "*I would have no hesitation in reporting abuse, we are here to care for people, they rely on us."* The provider understands legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when necessary. Safeguarding referrals are stored centrally and monitored closely by the RI and governance team who ensure that any required actions are completed.

Leadership & Management — Excellent

People are supported to achieve their well-being outcomes because the service provider has effective governance arrangements and oversight to ensure high quality care. Cartrefi Cymru Co-operative Cardiff and the Vale benefits from an experienced and knowledgeable manager who is registered with Social Care Wales, the workforce regulator. The RI is present at the service and regularly engages with people and staff, ensuring they have effective oversight of the service. The RI completes a report following regulatory visits to evidence oversight and capture any required actions. There are policies and procedures in place for the smooth running of the service and to guide care staff on what is expected of them. Extensive quality assurance monitoring takes place regularly and considers the views of people using the service and care staff working at the service. There is also a regular forum for people to discuss the service, voice any concerns and plan social events. This indicates that the provider is committed to providing a quality service and making improvements where necessary. People are given detailed information about the service and complaints are taken very seriously. Care Inspectorate Wales are notified of incidents as set out within the regulations.

People are supported by staff with the necessary expertise, skills and qualifications to meet peoples care and support needs. Care staff receive training appropriate to the roles they undertake and feel well equipped to do their jobs. Where required all care staff are registered with Social Care Wales and have or are working toward a formal care qualification. Care staff told us that they are very happy working at the service and spoke very highly of the manager. Care staff said they feel well supported and once person said, "*it's a great company, I have no issues at all*". All care staff receive formal supervision which provides an opportunity to discuss any practice or developmental needs in a setting that is recorded. We examined a selection of care staff personnel files and found that they contain the required information including identity checks and contracts of employments. We saw evidence that pre-employment checks including references and Disclosure and Barring Service certificates are sought prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable 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

This report is also available in Welsh

Welsh Government © Crown copyright 2025.
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.gov.uk
You must reproduce our material accurately and not use it in a misleading context.