Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartrefi Cymru Co-operative North Wales

Cartrefi Cymru, 30 Dean Street, Bangor, LL57 1UR

01248360004

www.cartrefi.coop

The inspection visit took place on 24/02/2026

Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Domiciliary Support Service
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 North Wales is a non profit service that provides domiciliary support to enable people to continue living in their own homes.

Wellbeing of people is excellent because people are actively involved in decisions that affect them, ensuring their voices are respected and acted upon. People take control of their lives, develop new skills and achieve far-reaching outcomes through exemplary, person-centred support.
Care and support is excellent because people are always treated with kindness, empathy and understanding. People know their views matter and contribute to all decisions. They choose group activities, events and trips through a dedicated forum, and their achievements are recognised, helping them enjoy highly fulfilling lives.
Leadership and management is excellent because there is a strong positive culture in the organisation, that is supportive, inclusive and respectful.
The Responsible Individual (RI) is visible, values-driven and ensures care staff feel supported. The service collaborates with similar agencies, local authorities and health care to share developments, and works with people using the service to choose charities to support. Robust auditing of policies, practices and records ensures the agency remains compliant and highly effective..

Findings:

Well-being — Excellent

People live a healthy, safe and exceptionally fulfilling life, with full control over their lives. They are supported by highly effective positive risk management, which now enables them to accomplish far more that they could prior to receiving a service. People's independence is enhanced so they are able to partake in daily living tasks; some people can now make hot drinks and cook; others can take public transport independently to meet friends and visit community facilities. Relatives provided excellent feedback about people's progress; they are achieving things previously not thought possible. All people confirm their privacy and dignity is promoted and respected. They attend tenants meeting so they have a say about their home, they answer the door when visitors call and open their own mail and parcels.

A regular 'cooperative group' meets; made up of people using the service and care staff. We saw how these are used to discuss and proactively seek people's views about activities and events they want to arrange, places they want to stay including holidays. They choose charities they want to support and decide on fund raising events. People feel empowered to take charge of their lives. The 'Cartrefi Cymru Retreat' meets to discuss future plans for the service. It in an inclusive, transparent meeting consisting of members of the community, people using the service and care staff. Everyone has a vote to develop the service; in the last meeting, various options were explored and people voted for expanding the service to older people.

People enjoy safe and healthy relationships. They have enriching lives, taking the lead in diverse activities that help them to use their skills, such as leading exercise sessions on charity events and the week long 'Cartrefi Activity Fest' run annually, mixing with others in the community, making and maintaining friendships. A 'love and affection' interactive workshop facilitated by the service's own activities coordinator, explored what good relationships look like. They made friendship bracelets. People attend weekly groups facilitated by the service to learn new skills such as baking and cooking and jewellery making. Staff help develop people's communication skills using and building on a variety of tools and Welsh speaking care staff are available to support Welsh speaking people.

People are supported to be safe. The services own activities coordinator facilitates workshops. 'Be safe, be heard, be you' and 'My Rights and feeling safe workshop' help people determine when to raise concerns. The service's underpinning values are promoted constantly, staff and people using the service earning badges each time they are nominated for displaying the values. The values of being honest and open give people confidence they will be heard and they can trust their staff.

Care & Support — Excellent

People receive exceptional care that helps them achieve their personal outcomes. Assessments and care planning are highly detailed and reflect the views of individuals, families and professionals. People's goals guide the planning so care staff can be trained specifically to meet their unique needs. Person-centred active support further strengthens care staff skills. People are fully involved in the planning process, and staff excel at identifying opportunities to build skills. People and relatives consistently report that care staff treat individuals with dignity, respect and value their unique personalities and interests.

People decide on their own far-reaching goals, which are reviewed regularly and can change daily. We consistently saw people achieving positive outcomes, supported by care staff who go above and beyond. One person completed a college course and is now being supported to learn to drive and travel abroad. Another person has been supported to be healthier and is now choosing better foods, enjoying physical activity, and developing new independence skills, such as welcoming visitors and helping to make hot drinks. Their relative described them as far happier and more engaged in their wellbeing and said; *"it's like a fresh start."* They praised staff for their contribution saying '*it's like a weight is lifted (off my shoulders). Staff are fabulous."* We visited people living in shared accommodation and saw they are well matched and enjoy harmonious living. They choose their own menus, do their shopping and household tasks, and live in the way they want to.

There is an outstanding commitment from leaders to listen to people and support them to make well-informed choices. The Cartrefi Cymru annual retreat provides an inclusive forum for people to share their views on service development. People set their own outcomes and also contribute to the organisation's wider goals. Achievements are recognised through an annual celebration, where one person recently received an "Independence Award." People feel valued and experience a strong sense of accomplishment.

People are kept safe from abuse through established policies and procedures, training staff on safeguarding and providing opportunities for people to talk about what safe living means. We saw evidence of health being promoted, through annual health care checks for everyone using the service. Conwy Connect Health Check Champion team attend a room in Cartrefi Cymru's office to host fun and informative sessions with people using the service and others using similar services elsewhere. Medication is safely managed and risk of infection reduced because staff have received the right training and adhere to policy and procedure.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service has strong governance and oversight that ensures high-quality care. People and care staff express high confidence in the service, supported by a positive, inclusive and respectful culture. The Cartrefi Cymru Council includes people using the service, care staff, leaders and community members, with everyone having an equal vote on ideas and actions. The service actively seeks views from all stakeholders to improve practice and strengthen similar services. Care staff and local authorities are kept updated, reflecting the organisation's commitment to transparency.

Regular audits, weekly, monthly and bimonthly, are carried out at different management levels to check compliance across all areas, and the Quality Assurance partner completes thorough checks on information input into the new database. These audits produce detailed reports and action plans. Leaders frequently meet with quality teams, governors and human resources (HR) to monitor compliance and set targets. The RI completes three-monthly reports of feedback and aggregated data; they produce action plans for further improvement. They also complete biannual reports on the quality of care including what is working well and where improvements can be made.

Care staff describe the RI as a visible and supportive role model who promotes development such as leadership skills for all management levels, reduces power imbalances within the team and embodies the service's values. The service is committed to helping other similar organisations by offering advice and support and, as a non-profit, contributes to charities chosen and voted for by people using the service.

Care staff have the expertise, skills and qualifications needed to meet people's care and support needs. They receive training tailored to the individuals they support, alongside mandatory courses that ensure safe and effective practice. We saw evidence the team is experienced, motivated and consistently goes above and beyond.

Care staff are safely recruited and thoroughly vetted for their roles. People using the service help shape interview questions and share their preferences. Relatives value the strong continuity of care staff, which helps people build trusting relationships with those who support them. People told us they like their care staff and feel able to talk to them about anything. The service recognises the importance of retaining good care staff and has measures in place to ensure they feel valued, including annual achievement awards, recognition for living the service's values, an employee assistance programme and an anonymous benevolent fund. Care staff told us they feel supported, appreciated and part of a like-minded team. One said, *"I love it, everyone is about the people we support, it's not target driven, all staff have same motivation and intention, I've never worked anywhere like it".*

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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