Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Cartrefi Cymru Co-operative Gwent

Cartrefi Cymru, Mill Road, Pontnewynydd, Pontypool, NP4 6NG

01495751818

www.cartrefi.coop

**The inspection visit took place on 18/05/2026**

## 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 is a Co-operative group. As a co-op they believe in partnership work, focusing on a philosophy of “power with” and not “power over” people. Staff work in partnership with people to improve their lives.

The service achieved excellent rating for their wellbeing. People are supported to have control over daily lives, with staff promoting rights, safeguarding awareness and decision making. People enjoy meaningful activities, improved confidence, strong relationships, and active community participation supported through tailored communication and collaborative support planning processes.

The service achieved a rating of Good in both Care and support and leadership and management. Care is highly person-centred, involving people in planning and decision-making. Staff use tailored communication, promote dignity, and encourage independence through personalised plans. Consistent teams and strong partnerships with professionals ensure responsive support. Robust medication practices and positive risk-taking enable meaningful experiences, improved wellbeing, skill development and enhanced quality of life.

# Findings:

## Well-being — Excellent

People are supported to have as much control as possible over their day-to-day lives. Staff actively promote people's understanding of their rights and entitlements in ways that reflect their communication needs. People take an active role in decisions that affect them and staff ensure their views are listened to and acted upon. People told the service they would benefit from further training on safeguarding. In response, the provider developed a person-centred training package, including accessible materials such as a PowerPoint presentation and workbook. Staff delivered this in a way that met peoples needs, supporting people to build knowledge, confidence and understanding of safeguarding.

The service uses a monthly newsletter to share relevant information in an engaging and accessible format. This includes QR codes linking to additional resources and information about events such as elections. This approach supports people to increase their knowledge and participate more actively in their communities.

Staff work in partnership with external stakeholders to address gaps in information, advocacy, and support. For example, during a period of uncertainty regarding whether the service could continue to support one individual, staff worked closely with advocates and partner agencies. This collaborative approach resulted in a positive outcome, with agreement that the current placement remained appropriate. The person continues to have a stable routine and meaningful day-to-day activities.

Staff adopt a person-centred approach from referral through transition and ongoing support. They take time to get to know people before they move in and plan transitions at a pace suited to each person. This ensures people can express their views, make choices, and remain central to decisions about their care and support.

People access meaningful activities and experiences that support their wellbeing. people spoke positively about a recent holiday, describing opportunities to socialise, relax, and participate in activities. Feedback demonstrated enjoyment and satisfaction with the experience. *"I had a good time… I enjoyed getting ready to go out in the evenings and dancing."*

Staff effectively support people to improve their emotional wellbeing. One person who previously experienced anxiety around food has developed increased confidence and independence. Staff provide consistent, structured support, progressing from rigid routines to making choices and participating in shared mealtimes.

Staff demonstrate a strong understanding of how to support people with complex communication needs. For example, they use tactile approaches to support a person with sensory impairments to

understand routines and maintain independence. This has improved engagement, reduced frustration, and enhanced quality of life.

People maintain relationships and access their communities regularly. Staff support people to attend day services, swimming, clubs, and social groups. Structured routines, developed in partnership with relatives and professionals, promote social inclusion and emotional wellbeing.

## Care & Support — Good

Care and support arrangements within the service demonstrate a strong, person-centred and outcomes-focused approach. Staff actively involve people in planning and reviewing their care and support. Tailored communication strategies are used to engage people, their relatives and relevant professionals, ensuring each person's voice informs decision-making.

Staff treat people with dignity, respect and equity. Care plans clearly reflect individual preferences, needs and aspirations. Staff avoid a standardised approach and instead develop highly personalised plans aligned to both short and long-term goals. These plans promote independence and support people to develop skills over time, such as developing daily living skills or accessing community transport. This structured approach results in clear and observable progress.

People benefit from consistent staff teams who know them well. Staff work effectively in partnership with a range of professionals, including general practitioners, nurses, social workers, occupational therapists, speech and language therapists and advocates. They make timely referrals and coordinate support to meet identified needs. This multidisciplinary approach ensures people with complex needs receive appropriate and responsive care, leading to improved outcomes and quality of life.

People actively participate in decisions about their care and life choices. Staff support individuals to take positive, informed risks. For example, staff worked collaboratively with a person and their relatives to support them to achieve a long-held ambition. They addressed concerns appropriately and ensured the individual could make an informed choice and achieve their goal.

The service has robust medication management systems. Staff follow clear procedures, including double-signing and regular medication counts. Managers assess staff competency through observation and review. The service promotes a transparent culture where staff report errors, learn from incidents and implement improvements.

Staff support people to access meaningful experiences, including community activities and holidays. They plan these opportunities carefully to develop confidence, relationships and independence. These experiences contribute positively to people's wellbeing and quality of life.

## Leadership & Management — Good

Managers operate the service with structured systems that support oversight, quality assurance and continuous improvement. They maintain comprehensive and up-to-date policies covering safeguarding, medication, recruitment, risk management and health and safety. These provide clear guidance for staff practice.

Leaders implement effective governance arrangements to monitor performance. They use action trackers, incident and safeguarding logs, and quarterly reports. Internal rating systems are used to identify strengths and areas for improvement. Managers complete regular audits at daily, weekly and monthly intervals, alongside six-monthly quality of care reviews. These systems support leaders to identify issues and take timely action.

Leaders promote a culture of continuous improvement. Action plans demonstrate ongoing work to enhance outcomes, including improving responding to feedback and increasing opportunities for community participation. Leaders develop strategic plans that clearly set out organisational values and priorities in an accessible format. They actively explore initiatives to improve health and wellbeing opportunities and strengthen workforce development.

Managers work collaboratively across services to share knowledge and maintain consistency. They hold regular management meetings to review staffing, training and operational challenges. This approach strengthens decision-making and supports continuity across the organisation.

Leaders prioritise staff support and development. They provide regular supervision and annual appraisals, and they support staff to achieve relevant qualifications, including QCF levels 2 to 5. Recognition systems, such as a “kudos” scheme and organisational awards, promote good practice. Staff report that managers are approachable and supportive, and leaders have developed stable staff teams in several services. The service minimises the use of agency staff and uses internal contingency arrangements, which helps maintain continuity for people.

The Responsible Individual (RI) and managers have a clear vision for developing the service. This includes developing further links with the local community, further systems in place for career progression and systems to ensure they maintain a highly skilled and stable workforce.

The electronic system which has been used over the last two years has enabled greater oversight over personal plans, medication and daily records. Managers introduced these systems in response to errors they identified. The management team are transparent and responsive to emerging concerns.

# 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 2026.***
*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.*