Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartrefi Cymru Co-operative Ltd Powys

Cartrefi Cymru, Unit 27, Ddole Road Industrial Estate, Llandrindod Wells, LD1 6DF

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www.cartrefi.coop

The inspection visits for this service took place between 24/09/2026 and 19/10/2026

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 is a service based across Powys that provides support to people living in their own homes.

Well-being is rated as excellent because people receive highly personalised support which enables them to achieve exceptional outcomes and live fulfilling lives within their communities. People are actively supported to maximise their independence and achieve things that matters most to them. People have developed strong and meaningful relationships with knowledgeable, skilled and passionate staff.

Care and support are rated as excellent because people receive outstanding care and support from a team of highly skilled staff. Support workers are guided by detailed, person-centred plans that enable them to meet people's needs and support them to achieve their personal outcomes.

Leadership and management are rated as excellent because strong and visible leadership has created a positive culture where people are at the centre of decision-making. Leaders promote trust, well-being and resilience among staff, resulting in consistently positive outcomes for people.

Findings:

Well-being — Excellent

People are treated with dignity and respect by the passionate and enthusiastic staff who support them. They are encouraged to identify and achieve their health and well-being outcomes whilst being supported to build on their strengths and abilities. A support worker told us, *"The biggest strength is the relationships we have with the people we support."* Another said, *"Excellent support is given to all PWS (people we support) to enable them to live good lives with opportunities to develop independence."*

People are encouraged to have as much control as possible over their day-to-day lives. They are fully involved in decisions that affect them, ensuring their voices are heard, respected and acted upon. People receive support to achieve self-directed outcomes and maintain and improve their physical, mental and emotional well-being. Support workers listen attentively and provide clear information to enable people to make informed choices. We observed many highly skilled, friendly and encouraging interactions between people and their support workers throughout the inspection.

There are accessible mechanisms in place to ensure people's voices are heard, together with systems that promote safety and protect people from abuse and neglect. Risks are identified promptly and managed in a way that supports people to make informed choices whilst maintaining their independence.

The service offers an Active Offer of the Welsh language and supports personalised, accessible communication. People's preferred language, communication needs and individual preferences are identified. These are reflected in personal plans to help ensure they can express their views, make informed choices and participate in decisions about their care and support. Staff adapt their communication approaches to meet individual needs and use appropriate methods and support to promote understanding, engagement, dignity and wellbeing.

People are at the heart of the service and enjoy fulfilling lives, enriched experiences and meaningful opportunities delivered through collaborative and creative approaches. This includes employment, active participation within their local communities, maintaining meaningful relationships with family and friends, and pursuing a wide range of hobbies and interests.

Care & Support — Excellent

People are very happy with the excellent care and support they receive. We observed many sensitive, friendly and respectful interactions throughout the inspection. There is an enabling culture at the service that encourages people to do as much for themselves as possible. Support workers said, *"There is a genuine focus on building positive relationships and supporting people to have choice, control and meaningful opportunities within their daily lives."* and *"All the people we support are supported in a person-centred way and are able to live the lives they wish to."*

People receive high-quality care and support because the provider works collaboratively with partner agencies and professionals to comprehensively assess people's needs before support is provided. Information is gathered from professionals and organisations already involved in people's lives to help determine whether the service can meet their needs safely and effectively. This has enabled some people to move from more restrictive environments, live with friends and experience increased freedom and independence.

People experience a highly personalised and creative approach to planning and delivering care and support. Support workers empower people to identify and achieve sustainable health and well-being outcomes that may not have previously been considered possible. When discussing people's achievements, a support worker told us, *"The people we support are living their best life and are supported very well by staff."*

People's well-being and safety are promoted through the effective identification and management of risks. People's rights to make their own choices and take informed risks are supported by the positive culture within the service. This is reflected within individual plans and enables people to participate in activities and experiences that matter to them.

Support workers understand safeguarding procedures and demonstrate a proactive approach to protecting people and keeping them safe. Staff communicate effectively with managers and are confident in raising concerns where needed.

People take the lead in planning their daily lives and activities and have numerous opportunities to achieve their goals and fulfil their potential. People participate in meaningful activities, including volunteering, attending clubs, going on holidays, maintaining social connections, keeping fit and caring for pets. One person told us, *"We both have our own jobs now, that we go to on our own, we don't need staff."*

Leadership & Management — Excellent

The provider oversees the quality of care through detailed and effective quality assurance processes. Information gathered through internal and external audits is used to inform quality reviews and drive service improvement. Staff spoke positively about the systems in place to support them in their roles and to help people achieve their personal outcomes. One support worker told us, *"There is a strong culture of openness and continuous improvement."*

The Responsible Individual (RI) is visible, knows people well and visits services regularly. Feedback from people, relatives and staff is actively encouraged and used to evaluate service quality and identify opportunities for improvement. People know how to share their views and experiences of the service.

Service managers are well supported by senior staff and operational teams. Together they have created an exceptionally positive culture which promotes independence, well-being and positive outcomes for people. One support worker said, *"We get excellent support from management."*

People and staff have confidence in managers and feel able to discuss concerns openly. Support workers receive regular one-to-one supervision and annual appraisals to support reflection, well-being and professional development. Staff described managers as approachable, supportive and positive role models. One support worker told us, *"Management work actively within the team and know the services and the people we support on personal levels."*

The provider has robust recruitment and vetting procedures to help ensure staff are suitable to work with vulnerable people. Staff undergo regular checks to ensure they remain fit to work and are appropriately registered with professional bodies. The service provides a highly effective induction programme incorporating both e-learning and face-to-face training. Staff spoke positively about the extensive opportunities available to develop their skills and knowledge to meet the changing needs of people using the service.

Support workers consistently described the organisation as supportive, person-centred and committed to helping people achieve positive outcomes. Staff highlighted excellent training opportunities, effective communication, strong management support and a culture that encourages learning, development and continuous improvement. A support worker told us, *"Frequent team meetings have been supportive and informative of recent changes or developments."*

Excellent leadership has created a positive, values-based culture where people are at the centre of decision-making and are consistently supported to increase their independence, exercise choice and control, and lead fulfilling lives.

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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