



Cartef Residential Care Home



Cartref Care Home, Brecon Road Hay-on-wye, Hereford, HR3 5PJ



01497820621



www.shaw.co.uk

Date(s) of inspection visit(s):

21/05/2025

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	23
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Cartref is a purpose built residential care home for adults, close to Hay-on-Wye town centre. The stated purpose of the service is to provide residential care for older people.

People experience good wellbeing outcomes because the valuable support people receive helps them to live well, and maintain and improve upon their physical and mental health. A collaborative effort between people and external agencies ensures effective safeguarding procedures.

The care and support people receive is good because care workers know people well and have detailed and up to date care plans. Plans for people's care and support are co-produced between them, their representatives, relevant professionals and the service provider. People are supported to maintain and improve their wellbeing with involvement from external professionals.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which

meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Leadership and management is good because the provider has good oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers are safely recruited and receive effective induction and ongoing training.

Findings:



Well-being

Good

People living at Cartref are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A representative told us about their loved one, *"I know she has everything she needs."*

People have as much control as possible over their day to-day lives. People are involved in decisions affecting them, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to engage in activities that are meaningful to them, such as choosing meals, enjoying hobbies and accessing facilities in the community. This shows people's interests, culture, life experiences, identity, spirituality, and relationships are recognised, valued and respected by leaders and care workers.

Care workers and the management team listen attentively and provide clear information, supporting people to make informed choices. This strong approach helps people to take charge of their lives with confidence and assurance. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

This service is making a significant effort to promote the use of the Welsh language and culture.

People living at Cartref are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage and participate in various activities that foster happiness and health. Activities planned by the service and interactions with care workers help contribute positively to people's wellbeing.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. There are strong support systems to ensure any risks are promptly identified and addressed.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people's lives. A relative told us, *"We can come at any time."*

People live in accommodation which meets their needs. The provider prioritises people's well-being when evaluating whether the accommodation meets their needs.

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Care & Support

Good

People receive consistently good quality care because the manager thoroughly assesses whether the service can meet their needs and personal outcomes. People's compatibility with those already living at Cartref is important and given consideration before they are offered a service. The Manager gathers useful information from professionals and others already involved in people's care and support. Where possible, they talk to people themselves about their needs and preferences. The information gathered fully informs the decision about whether they can provide a service to people.

Plans for care and support are co-produced between people using the service, their representatives, relevant professionals, and the service provider. People's personal plans are strengths based and outline how care workers should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs. People, relevant representatives and relevant professionals are encouraged to contribute to the regular review of personal plans, and plans are updated as changes in their needs or preferences occur.

Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. A visiting professional told us, *"It's a really lovely place. They are really helpful."*

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities. We were told by somebody using the service, *"I feel as safe as houses here."*

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, medication records are complete, storage arrangements are robust and the overall administration of medication is effective.



Environment

Good

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. There is a large lounge and dining room, giving people space to interact with each other, their visitors and staff. A further small seating area in the entrance hallway and separate visitors room offers a quieter communal space for people socialise and relax.

People live in a warm, comfortable and welcoming environment which is clean, tidy and well maintained. The communal bathrooms and toilet facilities are clean and well maintained.

The lift at Cartref has been inoperative for over 6 months. This has had an impact on people's wellbeing. The service has ensured that those unable to use the stairlift are accommodated on the ground floor, enabling them to access the communal areas and join in activities. The service has made all possible efforts to rectify the situation and the lift is due to be replaced in the near future.

To the rear of the service is a large enclosed outside space which is used for occasional events. A smaller enclosed courtyard garden, centrally located off the main corridor, provides a space for people to do a little gardening. When there are events on in town, a summer house at the front of the building offers a space for residents to sit and watch the world go by.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and the upkeep of facilities ensures the safety and well-being of people using the service. Domestic staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

Fire safety checks are undertaken and health and safety audits are completed regularly. We saw up to date safety certification is in place for utilities, equipment and fire safety.



Leadership & Management

Good

There is a positive and compassionate culture at Cartref, a visiting professional told us Cartref was, *"Probably the best home I visit."*

There are effective quality monitoring systems, including audits of care and support provided. There are regular visits to the service by leaders, who encourage feedback from people and staff. Feedback from people and staff is used to support evaluating care quality. This information is used to drive continuous improvements in the service.

The manager and care workers know the people who use the service well and people are comfortable and relaxed in their company. Staff have confidence in the manager, we were told, *"[We] Get on well, she is lovely."* Care workers have trust in each other and feel well supported. A member of staff told us, *"Morale is good."* People using the service trust and value the care workers, a representative of someone using the service told us, *"They are extremely pleasant and very accommodating."*

The provider supports staff development, care workers complete comprehensive mandatory training and induction. Care workers have a positive attitude to professional development and training compliance is very high. Care workers receive regular supervision and are positive about the support received during supervision.

Care workers are well supported by the service provider, through effective induction and continuous training provision that is relevant to the needs of people they support. The manager of the service monitors staff qualifications and training. Training compliance is high, with nearly all care workers having completed most of the mandatory training required for their role.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support.

The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

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.

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