



Inspection Report on

Cartrefi Cymru Co-operative West Wales

**18 Water Street
Carmarthen
SA31 1RG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

01/09/2023

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About Cartrefi Cymru Co-operative West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Cartrefi Cymru Co-operative Ltd
Language of the service	Both
Previous Care Inspectorate Wales inspection	23 August 2021, 24 August 2021 & 06 September 2021
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cartrefi Cymru Co-operative West Wales is a domiciliary support service with an administrative office in Carmarthen. It is a charitable company run by a group of trustees and members which include people who use the service. People receive a service within supported living accommodation or their individual homes in the community. They have a vibrant social life as they take part in a range of meaningful activities and community events. Care workers support people to lead a healthy lifestyle, develop their independence and maximise their potential. Detailed personal plans capture people's individuality and care needs and preferences. People are empowered to express their views and influence change.

The company has a strong management structure and has built successful teams of devoted staff. Managers are open to new ideas and use innovative ways to deliver a flexible, highly effective service that enhances people's quality of life. Staff work in partnership with people to ensure they get the best out of the service. They receive excellent support from managers, which keeps them motivated and enables them to continually develop. The responsible individual (RI) and manager are visible, approachable and well respected. They continuously monitor the service to ensure high standards are maintained.

Well-being

People's well-being is at the forefront of the service. Care workers inspire people to be ambitious and to lead an independent lifestyle. Their caring, sensitive approach helps people develop at their own pace, so they successfully achieve and maintain their goals. People have access to health services to support their physical and mental well-being. Managers embrace community initiatives that people will benefit from. They lead by example to ensure people experience the best possible care and support.

People feel safe and trust that the service will help them flourish. Managers have been creative in delivering the service as flexibly as possible, so it meets people's needs and wishes. People have confidence in their care workers, who undergo rigorous recruitment and training. The service has up-to-date and accessible policies and procedures to support safe practice. Staff advocate for people's rights and deal with concerns and incidents quickly. Team members are carefully selected to lead new projects and successfully implement change. The RI oversees the running of the service closely and effectively. The positive culture throughout the service promotes its continual growth and development.

People have ample opportunities to meet others and do things they enjoy. They keep in regular contact with family and friends, often choosing to spend time with others who share similar interests. People also value their relationships with care workers, which are built on mutual respect. People experience a strong sense of belonging within the supported living environment.

The rights and views of people are central to the service. People are fully involved in the assessment, planning and review of their care. They have a say in when they receive a service and who they are supported by. Managers place people's well-being at the heart of decision-making. They encourage and support people to speak out during meetings, which allows them to shape the service they receive. Staff make best use of the technology available to them, which ensures people's voices are portrayed within care records.

Care and Support

The service provides highly effective care and support which enhances people's quality of life. Care workers support people to develop their social network and take part in a variety of rewarding activities. People proudly told us about the things they have achieved. They have recently secured voluntary work and enjoyed elephant feeding, river walks, bike riding and a trip to Folly Farm. People will be taking part in an allotment project with other community groups, which will help develop their gardening and social skills whilst building their confidence, fitness and sense of responsibility. Care workers with a passion for gardening will support people to embrace this project. People across Wales will be encouraged to take part in 'Cartrefi Fest', which will involve various group activities and a 'pass the baton' exercise starting in North Wales and ending in Swansea. 'Chat Days' are also planned, which will give people the opportunity to speak with managers in a social setting.

Care workers actively encourage people to develop their independence and skillset. People set their own goals, which care workers support them to achieve. These include household tasks, budgeting, shopping and taking advantage of any work or educational opportunities. Care workers celebrate people's success, giving them the confidence and drive to continue their progress. A professional told us care workers show *"resilience and a professional persistence"* whilst providing responsive support that is sensitive to people's needs. Personal plans take account of risks within people's living environment and how these should be managed. People told us they feel happy and safe and can confide in their care workers. A relative has seen their loved one blossom due to the structure they have been given and the *"friendliness, dedication and excellent communication"* from staff.

The service has improved its care planning process and overall standard of record keeping by investing in new software. Significant work has been carried out to transfer care records onto the new system, which care workers can access securely on mobile phones. Designated staff were allocated to lead this project and they continue to offer ongoing training and support as care workers explore the full capabilities of the system. We saw care workers working in partnership with people as they learnt how to make best use of the software. For example, people were encouraged to write their own shopping lists and complete their own daily reports by using a 'voice to text' feature. This allows people to reflect in their own words how they are feeling and how they have spent their day.

Risk assessments and personal plans provide a clear, accurate picture of who people are and what level of care and support they need. Care workers know how to communicate with people effectively. They support people's Welsh language needs and use tools to help people understand information and express themselves. The service will be piloting a pain assessment tool that uses innovative technology to identify whether people may be experiencing pain that they cannot verbalise. Care workers ensure people receive medical and specialist input to promote their health and well-being. They manage medication and

promote independence in a safe way. Thorough checks of medication systems ensure any issues are identified and acted upon quickly. A clear reporting process enables managers to analyse medication errors and other incidents. Managers advocate for people's rights, working collaboratively with other agencies to ensure any restrictive practices are lawful.

Leadership and Management

The management team has clear lines of accountability and offers a very strong support network to staff. The individual qualities of managers have been explored so they can be matched to tasks and projects based on their skills. This helps achieve a high level of success by ensuring the right person is given the right job. Managers complete in-depth training over a six-month period to prepare them for their roles. They receive excellent support from the area manager and RI, who are visible and approachable. They seek and act upon people's views and take pride in finding the best solutions to overcome any challenges. Staff consistently rated the service as 'excellent' within feedback surveys and we found that others share a similar view. A professional described the team as "very good" and a relative reported: *"The support from the managers has taken us from a very bleak place to somewhere where the future looks much brighter"*.

The service uses various strategies to raise its profile and attract new staff. These include posting online adverts, fundraising and attending job fairs and other community events. Significant work has been carried out to build a stable team of staff in each area of the service. People are involved in recruiting new staff and will be invited to craft a visual representation of their ideal support worker's qualities during an upcoming 'Chat Day'. Staff undergo the required checks before being employed, which includes being vetted by the Disclosure and Barring Service (DBS). They spend time getting to know what really matters to people and what support strategies are most effective. Managers always take prompt and appropriate action where there are concerns about staff conduct and performance.

Staff are proud to be part of a committed, hard-working team: *"It's the best place I've worked"*. They complete a range of mandatory and specialist training, which they described as *"really good"*. The designated learning and development team oversees staff training and alerts service managers to any shortfalls. Staff feel comfortable asking questions and reporting concerns. They told us managers listen to their ideas, take their concerns seriously and hold debriefs following any incidents. Staff also receive regular supervision and annual appraisals. There are plans to develop an online platform for staff, which will support them to have regular check-ins and better control over their working patterns.

The service runs smoothly and efficiently due to its well organised administration systems. It is fully meeting the objectives set out in its statement of purpose; a key document that explains what the service aims to provide and how. Managers strive to be as flexible as possible. They have introduced an 'on demand' service with the agreement of commissioners. This means the support provided to people in the community is driven by when they need and want it rather than a fixed timetable. Staff providing care and support in different locations within the community are given enough time to travel between their calls. Managers are always open to trialling shift patterns that would benefit staff and improve the quality of support they provide. Managers are considering moving to a larger

administrative office and using the existing one as designated space for people to network and develop their life skills.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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