



## **QUALITY ASSURANCE REPORT**

**AUTUMN 2022**

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## Welcome

I am pleased to bring you Cartref Ni's Autumn Quality Assurance Report for 2022.

Our Autumn Review Report is produced and published in accordance with Care Inspectorate Wales Regulations which are part of the Regulation and Inspection of Social Care (Wales) Act. Within this Regulation it stipulates that Social Care providers must produce and publish two Quality Reports per year.

Cartref Ni produces a report in April of each year which reflects on the previous 12 months. Then each Autumn we produce our second report which incorporates events, and a summary of what has occurred in the 6 months since the April report. Within the Autumn report we also include information on activities, events, celebrations and achievements for Individuals we support and staff members.

This report includes organisational information on areas such as the COVID-19 Pandemic, feedback from the quality satisfaction questionnaires, celebrations, events and achievements, organisational updates and news.

Neil Ryder  
Chief Executive  
Responsible Individual

## COVID-19 Pandemic

As COVID-19 Restrictions have been lifted we have slowly and with caution embraced returning to pre pandemic living. In August we held our first full organisational function since the beginning of the COVID-19 Pandemic. We held a Summer Bar–B-Que at Bodafon Farm in Llandudno, which included having a live band. All the Individuals we support were invited to attend with two family members if they wished. A fabulous afternoon/evening was had by all who attended. A Halloween themed afternoon party was also held at the Community Centre in Rhuddlan, the afternoon was a huge success with many people we support dressing up in Halloween costumes.

We have also started to return to having larger groups within the main office at St Asaph such as staff team meetings and some training events.

From the second Monday in October all office staff also returned to working from the office as opposed to working from home, lovely to have everyone back together again.

The obligation on health and social care staff to complete Lateral Flow tests twice a week and then upload the result to the Government Portal was also lifted at the beginning of the Autumn. With staff now only having to take a Lateral Flow test if they are symptomatic

We have also recently been informed by Care Inspectorate Wales that we no longer have to complete a notification for every single positive test result, now only completing a notification should an outbreak occur (an outbreak is classed as two or more positive cases within one setting)

We continue to be proactive in encouraging all staff to take up the offer of a 4<sup>th</sup> COVID Vaccine and the annual Influenza vaccine as offered for free to Health and Social Care staff as in previous years. These commenced at the beginning of the Autumn.

## Quality Questionnaires

We are always striving to improve on the service we give to the People we Support, their families and our staff team. We very much value their thoughts and comments. Feedback we receive is studied, reflected upon, and used to take our service forward and to further enhance the lives of the people we support. The feedback also helps us identify where we can provide increased support to our staff teams via training and development opportunities. Feedback gained is also included when drafting our Annual Organisational Strategic Plan.

Although Cartref Ni senior managers and service managers operate an 'open door' policy which encourages informal feedback, we also operate a more formal way of seeking feedback via our annual quality satisfaction questionnaires. These are sent to the people we support and their families, as well as other professionals. Our staff team is invited to complete the annual staff satisfaction survey on-line. This year we changed slightly how we sought staff feedback by setting up a separate satisfaction questionnaire for the Management Team.

Formal analysis of the questionnaires was included in the April Quality Assurance report. Below is a summary of this years' actual responses from the questionnaires and the staff survey.


### Individual's questionnaire responses

We were pleased to see again the positive responses to the questions asked. Within the questionnaires the people we support were asked a range of questions related to their home, their leisure time, their relationships with family and friends. They were also asked questions about their support and the way the support workers interact with them.

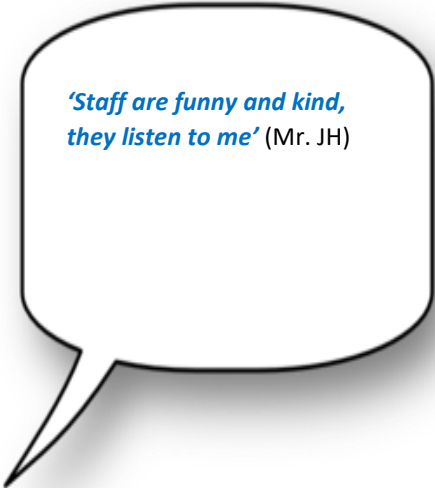
As well as answering the questions with a rating of 'Always', 'Sometimes' or 'Never' Individuals are also invited to leave comments, thoughts, beside each question should they wish to.

Below are some of the comments that people we support expressed within the questionnaires.

Here is what people said –



*'I like all the new staff they help me with my shopping and important things, they are very good and kind and I like my new flat' (Mr. DMJ)*

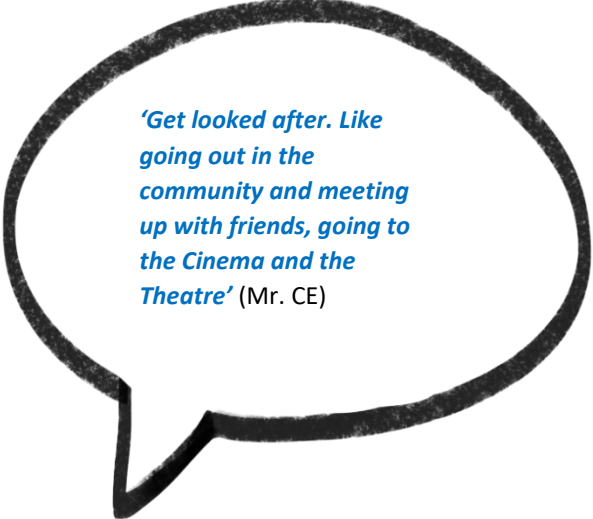


*'Staff are funny and kind, they listen to me' (Mr. JH)*



*'Support is very good'*

(Mr. MH)



*'Get looked after. Like going out in the community and meeting up with friends, going to the Cinema and the Theatre' (Mr. CE)*

## Family questionnaire responses –

We have observed this year, that the number of responses received may be lower than in some years, it is encouraging to see that on the whole family's feel that we offer support that enhances and makes a positive difference to the lives of their loved ones.


Again, this year with the family questionnaires we have asked families to rate us as either 'Excellent' 'Good', 'Average', 'Below Average' or 'Poor'.

Families were asked to rate us in this way in areas such as staff attitude, what has been their response should they have had the need to raise a concern, how they rated us on enabling people to make choices about their life, enabling people to feel respected. We asked family to rate us on how well they felt we supported Individuals to have relationships with friends and or family. We also asked family if they felt our staff have sufficient knowledge to fulfil their role.


As with the questionnaires for the People we Support, family members as well as rating us under the above headings, are invited to leave comments against each question should they wish.

Some of the comments from family members are detailed on the following page.


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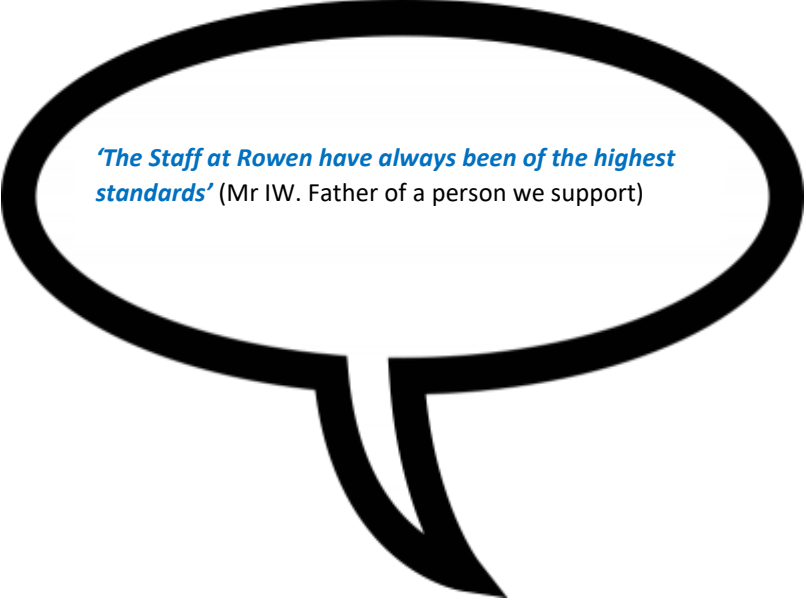
***'I think all staff have the utmost respect for all Individuals'*** (Ms. MJ  
Sister of Individual we support)



***'Be completely lost without them (the staff team)'***  
(Ms. VH Mother of Individual we support)



***'Excellent communication'***  
(Mrs. G, Mother of Individual we support)



***'The Staff at Rowen have always been of the highest standards'*** (Mr IW. Father of a person we support)



## Staff questionnaire responses


We are extremely proud of our staff teams, their hard work and commitment especially over the Pandemic has been extraordinary, for which we are very thankful. We realise that they are one of our greatest assets. We very much value their thoughts and opinions and see this as being key to maintaining the performance and morale of the organisation. Staff are often at the front of suggesting and driving improvements forward within the organisation.

As in previous years, we invited staff to complete an on- line, Annual Staff Satisfaction Survey. We ask staff to answer a series of questions about working for Cartref Ni, such as, our values, our vision, what it is like to work for Cartref Ni, do staff feel their opinions matter, also included within the survey are questions regarding their relationship with their line manager.

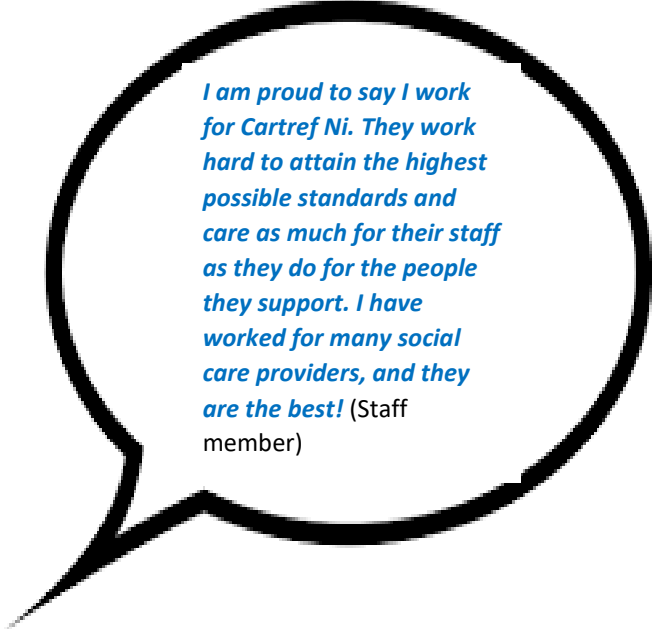
The responses gathered from the survey will be used to improve areas within the organisation for both our staff team and the people we support, to look at how we can further support our staff and to resolve any potential areas of concern raised.

This year, 71 employees (out of 131) completed the survey. We noted that the completion rate is lower again this year. We feel this is in part due to using a different form and online platform for this, which unfortunately experienced some teething problems with which may have been off putting to some staff. We also recognize that although within the last few months COVID-19 restrictions have been lifted, the last 12 months have remained challenging ones which may have had impact on this. Sadly, again this year, due to COVID restrictions, we were unable to have our annual staff conference which we hold in the summer months, within the conference, feedback from the quality satisfaction questionnaires is shared and discussed as is the completed annual Quality Assurance Report that is published each April.


Again, this year we received positive comments from staff members. Below are some of the comments received.




*'Just started working for a month but I can say I am happy with my job and the support from everyone. Thank you'* (Staff Member)



*I am proud to say I work for Cartref Ni. They work hard to attain the highest possible standards and care as much for their staff as they do for the people they support. I have worked for many social care providers, and they are the best!* (Staff member)



*'Cartref Ni is an excellent company to work for. They have the individuals' best interests at heart and staff are motivated to achieve what the individuals would like to do in life.'* (Staff member)



*'Good when managers work in homes when teams are desperate for staff builds better relationships and respect'* (Staff member)

## Celebrations and Events

Whilst there have remained some challenges over recent months in respect of COVID-19 restrictions, as these have been lifted, we have been able to begin to hold more social gatherings and events. With all current restrictions at that time being abided with.

Mentioned within our April report was the day Cartref Ni had at the Chester Zoo last December which was a great success. Later in December we also held a 'ZOOM' Christmas Party as we did the year before. Again, this was a lovely afternoon with all those attending virtually, appearing to enjoy and contributing to the event and seeing everyone else on the screen.

In the week leading up to Easter this year, each day we held an Easter 'pop in' event at the Cartref Ni office in St. Asaph. This was held outside in the Gazebo's with hot drinks and cakes being offered. Previous to attending the people we support were sent an Easter themed activity bundle, which included Easter decorations for painting. Individuals were invited to bring their painted decorations to the event and hang them on a tree in the garden at the rear of the office, an activity that was very much enjoyed by everyone who attended. We asked each House we support to book a time slot to attend that suited them and to wear a facemask and adhere to hand hygiene procedures, this was to ensure that we didn't have a large number of people attending at one time, which we felt would support people to feel protected and safe from COVID- 19 and to adhere to COVID-19 restrictions at that time.

In summer 2021, we held our first Garden Competition across all the houses. This was a massive success, with many requesting that it became an annual event in the Cartref Ni events calendar. With this in mind we have held the competition again this Summer, this year we based the competition on three themes – Growing Green, Welcoming Wildlife, Health and Wellbeing. We were delighted with the 17 entries received and all of the hard work that Individuals and staff put into making their garden areas (small or large) into a more enjoyable space to relax and experience the outdoors. As with last year's competition, members of our Board of Trustee's judged the gardens taking part.

In August a great afternoon was had at Bodafon Farm in Llandudno where we held our Summer BBQ which was the first time, we had all been together since the beginning of the Pandemic and it was wonderful to all be back together again. People that we support were invited to bring two family members with them if they wished, most people did invite family to join us, which was lovely.

Our Halloween event held at the Rhuddlan Community Centre on the 28<sup>th</sup> of October was a real fun filled afternoon with people enjoying games, togetherness and refreshments, brilliant to see so many people coming along in Halloween fancy dress.

For the first time since 2019 we are also planning a 'real time' Christmas Party for the People we support as opposed to the last two years in the Pandemic which have been held virtually over 'ZOOM'.

## Easter Activities



*Richard and Jill getting ready to hang his decoration on the Easter Tree at our Easter event.*



*Dominic with his decoration for the Easter tree at our Easter event.*



*Simon and Jackie placing his decoration*



## Cartref Ni Summer Garden Competition



*Debbie with their beautiful flowers getting ready for the Garden Competition*



*Diane, Lianne and Emma in their garden ready for the Garden Competition.*



*Rhys and Dominic enjoying their garden and preparing for the Garden Competition.*



*Martin with a lovely tub for his garden and the Garden Competition.*



*Josh and David's lovely garden ready for our Garden competition.*



*The beautiful garden from some of the people we support in Denbigh.*



## Summer BBQ



*Richard and Peter from Cae Gruffydd enjoying the Bar B Que.*



*Ollie and Louise enjoying a dance to the live band.*



*Tom, Ollie, Louise and Laura enjoying the Bar B Que.*

## Halloween Party



*Everyone enjoying games and craft at the Halloween party at Rhuddlan Community Centre.*



*Lianne with her great Spider and Eyeball cake made for the Halloween Party.*



*Josh in scary fancy dress enjoying the Halloween party.*



## Achievements -



*Milly and Jo, getting the keys to their new home. A happy and exciting day!*

*Shannon completed the library reading challenge through the Summer. Well done, Shannon!*



Following a two-year absence due to the COVID Pandemic, we were pleased to see the Wales Care Awards fully return to Cardiff City Hall this year. Cartref Ni were very proud to see five of our staff nominated for an award. Ruth Wellum, Claire Cassidy, Angela Buckland, Lorraine Eccles and Heather Lightfoot all five were invited by the selection panel and were shortlisted to attend an informal interview.

Ruth Wellum, one of our Service Managers, was shortlisted and selected as a finalist. In October Ruth along with Neil (Chief Executive) and Tracy (Head of Operations) attended the Wales Care Awards ceremony at City Hall in Cardiff, and we were all delighted and very proud to see Ruth be awarded the Silver Award, in the Category of 'Leading Practice in Learning Disability and Mental Health'.

To be nominated alone, is a wonderful achievement and something to be very proud of. Well done to Ruth and the staff members who were also nominated. We are very proud of you all.

*Ruth Wellum awarded a Silver Award at the Wales Care Awards, 2022*



## Out and About



*David and Josh enjoying a bike ride by the Sea.*

*Simon with one of his paintings, that he very generously donated to hang in our office in St. Asaph – Thank you Simon!*



*Joel enjoying his work, serving customers. Well done, Joel!.*





*Alex, checking the Apples are ripe for picking.*

*Angela getting on with some baking at work.*



*Gareth busy on the Farm.*

## Organisational Update

### Care Control System

Cartref Ni continues to work within the Care Control electronic care management system. As an organisation we continue to develop our use of the system and its many and varied functions. For several months we worked with staff supporting them with a change in how their weekly timesheets are completed and submitted to our administration team and to get used to doing process digitally, within the Care Control system. We carried on with the paper timesheets as a precaution into the Summer. In June of this year, staff ceased doing paper time sheets all together and now send a confirmation email to say their electronic time sheet is correct.

We continue to roll out the use of the EMAR (Electronic Medication Administration Record) system. Currently, 49 of the Individuals we support now using the EMAR system. The remaining houses will begin to use the EMAR system within the next few months.

We are also developing quality audit processes and systems using data and evidence from the Care Control systems. Being able to access the information/evidence instantly is a real benefit of the system. Senior Managers and the Quality Assurance Manager can have instant access to records and can pull together real time quality/service reports, there is also instant recording of and access to any reported Incidents or accidents and actions put in place in relation to these. As a result of this we have now set up a regular and robust auditing programme for many aspects of the system. This is reviewed on a monthly basis by the Head of Operations and the Quality Assurance and Compliance Manager.

### ForMi (Here2There) Programme

The Official Pilot scheme for the ForMi programme came to an end in April of this year. Cartref Ni agreed at this time to continue with the programme and for the three houses that had been part of the pilot we purchased 10 licences to carry on using the programme. This will be reviewed at the 12-month point. It is hoped that the programme will be successful, and we can in time, roll this out to other houses Cartref Ni supports in.

Individuals have been setting goals/outcomes, rating their progress towards completion of these and uploading photographs and stories, detailing events and activities that they have been involved with.

### Employee Long Service Award Scheme

Last year Cartref Ni announced that they would be commencing an Employee Long Service Award scheme. Celebrating and recognizing our colleagues who have given 15 and 25 years service to Cartref Ni. In the last 12 months seven staff have received a long service award.

## **Wellbeing**

### **Mindfulness project**

In March of this year, Cartref Ni began to take part in a pilot programme that is being run by Bangor University and the North Wales Learning Disability transformation programme. The area of the programme we are involved with, focuses on the practice of Mindfulness. One of our Service Managers has completed training sessions with Dr. Ceryl Davies from Bangor University and takes part in regular 'Community of Practice' sessions that are run monthly. We are currently looking to see how we can further work with the University to work to deliver a more focused programme of Mindfulness for Cartref Ni next Summer.

### **Management Mentoring Programme**

Just over 12 months ago, Cartref Ni launched its Management Mentoring Programme to support the 5 new managers commencing in their roles. This was a brand-new area for Cartref Ni, although we are confident that informal mentoring and support occurs within the organisation at all levels. We felt that more structured, focused arrangement would be more supportive. A formal arranged mentoring programme, is also encouraged and seen as positive practice by Social Care Wales. Throughout the 12 months our Mentor has supported 5 Mentees, a mix of Service Managers and Assistant Managers.

The programme has been a real success, with all Mentees expressing they have found the sessions extremely beneficial and that they have valued the time each month to meet, discuss any concerns, reflect on practice and resolve problems, with most saying just having someone independent to chat to is a massive bonus. It has been positive to see also that most of the Mentees have sought support from the Mentor, outside of the designated session, when they have wanted to chat something over with someone, a practice or staffing issue.

During the Summer Cartref Ni were approached by Social Care Wales to give a presentation about our Managers Induction Programme and our Mentoring programme, at a national workshop run by them. Social Care Wales asked us to take part as Cartref Ni are seen as leading the way in these areas, and we were delighted to attend and present.

For the original 5 Mentee's their 12 months has come to an end. The Mentor has reassured them that they are still available should they feel they wish to discuss any issues or concerns.

Recently we have appointed to a vacancy, a new Assistant Manager to post, they will also have the 12-month sessions with the Mentor once they start in post.

In May we held a second Managers Leadership Essentials Day, which was facilitated by our Learning and Development Manager. The day focused on reviewing and renewing our Supervision and Performance Appraisal Policy's. It was a positive, extremely productive day and wonderful to all be together face to face rather than via the 'ZOOM' or 'Microsoft teams' platforms.

## **Staff/Organisational Changes**

The staffing/organisational structure within Cartref Ni has not altered massively in the last 12 months. At the beginning of Autumn one of our Assistant Managers moved on to pastures new. We recruited for this vacant post and have been pleased to appoint one of our long standing, experienced support workers Joanne Lightfoot, to the Assistant Manager post. Joanne will be supporting two service managers who support individuals living in Flintshire. We look forward later this month to welcoming back Joanna McGuinness our Deputy Business and Administration Manager, who has been on Maternity leave for the last 12 months.

## **Organisational Action Plan**

Within the Quality Assurance 12-month planning calendar, we have identified that each July the Head of Operations and Quality Assurance and Compliance Manager will draft an Organisational Action Plan for the year ahead, this is based on several areas, but for the most part is drafted in line with the Action plan set within the main Quality Assurance Report that is published each April for the previous 12 months.

The plan is then agreed by the Chief Executive. The actions within the plan are reviewed during the monthly quality review audit meetings held between the Head of Operations and the Quality Assurance and Compliance Manager and completion of/progress towards the actions set is logged within the plan.

## Conclusion

As we are coming towards the end of 2022 it feels timely to pause and reflect on the past few months and plan for the future. Whilst we are still mindful that the Pandemic has not gone away, we remain vigilant with regards to positive cases for those we support and our staff teams. We have been relieved in recent months to see the lifting of nearly all COVID-19 restrictions. Although this is pleasing, we move forward with caution and remain committed to safe practice in respects of Infection prevention and control, such as positive hand hygiene practice, wearing appropriate PPE and self-isolating for five days as per Government Guidelines. As with the initial COVID-19 Vaccination programme, Cartref Ni has again this Autumn encouraged staff and the Individuals we support to take up this year's Autumn COVID-19 Booster and the Influenza vaccination, with many staff and people we support having both vaccinations.

It is heartening to see where appropriate the people we support returning to work opportunities and other leisure activities and being able to have more constant, face to face time with family and friends.

We are looking forward to being able to all gather together again this year and celebrate at a Christmas Party. We are excited for the year ahead and look forward to the rewards and achievements this will bring for the people we support and the organisation. Next Summer we have a reassessment under the IIP (Investors in People) scheme, we are already working towards this.

We have set a robust Action Plan, which details main areas we wish to progress on in the coming months. Work has also been completed by the Head of Operations and the Quality Assurance and Compliance Manager, on the Organisational Action Plan which is set on an annual basis (each July) and reviewed at monthly quality review meetings between the Head of Operations and the Quality Assurance and Compliance Manager.

We continue to be extremely proud and thankful of our staff team, who again this year have all worked incredibly hard to provide the brilliant service and support they do, in response to this and the increasing general cost of living crisis, we made the decision at the end of the Autumn to award a 10% pay rise to all staff within Cartref Ni and continue to offer our established staff rewards scheme such as membership to the 'Blue Light scheme' and other benefits.