



QUALITY ASSURANCE REPORT
2024 - 2025

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Welcome

I am pleased to present this Quality Assurance Report for the last 12 months. This report is written to the organisations recently set quality standards. These standards are set within the report and information and evidence on how we measure against these is also included.

The last 12 months have been busy and rewarding, with individuals we support achieving outcomes and goals and starting new chapters and adventures in their lives. As an organisation the last year has also brought some change and some great reward.

We were delighted and extremely proud in the Autumn to be awarded the Platinum Investors in People Award following reassessment with them.

Since April of last year to this March we have welcomed 4 new individuals to the Cartref Ni family, Grace, Jake, Emma and Lauren have moved into their new homes and we are very pleased to see them settling in well.

In May we held our annual Staff Conference over two days to ensure all staff members could attend. This was a great event which received good feedback from all staff.

We were sad to see Mark from Bryn Aeron move on to a new home in the summer of last year, after supporting him for many years. Mark continues to be a part of the Cartref Ni family and attends our social events when he can.

We were very saddened also by the passing of Sue from Awel Y Dyffryn who passed away in January. It was a pleasure to support Sue for the time she resided at Awel Y Dyffryn and she is very much missed.

In March we were notified that we were successful in being awarded the Tender to provide support to 3 individuals moving into their own home in Abergele. We already provide support to one of the individuals, Dominic, and have done so for some time, we are excited about welcoming Dan and David to Cartref Ni also and hope they will be very happy in their new home.

We have also welcomed some new staff members to the team, we hope they will all be very happy in their careers with Cartref Ni.

We have devised and developed a Person-Centred Practice training programme and have begun to roll this out with the staff team.

Neil Ryder

Chief Executive

CIW Statement of Compliance

People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Cartref Ni Quality Standard

Cartref Ni enable individuals to live the life they choose, their own way with our support

Cartref Ni as an organisation believes in living as well as caring, we pride ourselves on being person-centred and believe that the principles and values of this approach are the golden thread that runs through the foundation and body of the organisation. The person-centred approach is at the heart of how we deliver support to individuals every day, it is also how we support each other as colleagues throughout the organisation. As we firmly believe to be truly person centred, we must be person centred in our entirety.

In essence as the above quality standard details, Cartref Ni exists to enable those we support to live the life they choose, their own way, with our support. We achieve this in a variety of ways. We feel proud and privileged that we have supported many individuals for a number of years now, some from the very inception of Cartref Ni, over 34 years ago. We listen to individuals, get to know them well, learn their likes and dislikes, understand how they would like to be supported and what their strengths are, we can support them to build on these strengths and understand areas where they may need more support.

We support individuals to design and devise their 'All About Me' Personal Plan, the plan is made up of two sections, the first an introduction to the person, who are they, what are their likes and dislikes, including information on 'important to and important for me' The second part of the document sets out 'what I want to happen' this is where the individual plans what they wish to achieve in the coming weeks and months. These goals and outcomes can be bigger dreams or wishes like a special holiday or activity or for more long term life skills goals, such as learning to cook, attending a college course or learning to swim. An individuals 'All About Me' plan is the cornerstone of how they wish to be supported and is a living, changing document. Whilst the 'All About Me' plan is at the heart of how we ensure that individuals feel their voices are heard and they have choice and control over their lives, it is not the only way we do this.

Staff complete daily support notes during their shift these detail support offered, the activities of the day, they include detail around the individuals general mood and wellbeing and also any worries or concerns, staff include direct quotes from individuals where possible to truly reflect the support given.

Individuals are invited to give their thoughts and comments on the support they receive via a quality questionnaire that is sent out yearly, feedback from these questionnaires is used not only as detail for this report but more importantly to reflect upon and improve the support we deliver.

Throughout the year quality visits are made to the homes of individuals we support, these are made by members of our Board of Trustees, the Chief Executive (Responsible Individual) and our Head of Operations. Our Quality Assurance and Compliance Manager also visits to carry out quality audits, looking at practice and process issues and spending time chatting to individuals and staff and observing interactions between staff and individuals.

Throughout the year individuals we support are also able to express their views and thoughts of how their support is delivered to other professionals outside of our organisation such as our commissioning partners, social workers and health professionals.

Alongside the individuals 'All About Me' personal plan we also complete a Care Review Assessment for each individual, this gives information and instruction on how the individual wishes their support to be delivered in all areas of their lives. The Care Review Assessment reflects the individuals strengths and abilities and builds their support around these.

Some examples of how we support individuals to live the life they choose with our support are:

'John is well and has been supported with two hour one to one, in this time he took a walk with myself on Rhos On Sea beach front, John spoke profoundly of his holiday plans and seemed to be happy about that, He spoke of his family and how he enjoyed his trip to New Zealand'. (Extract from Individuals Daily Care Notes)

'I have worked with 3 individuals in last year in 2 separate but connected projects and the support your staff provide has been amazing. Families say individuals are living the dream and lots of families who know them want their relatives to be supported in similar fashion' (Quote from Stakeholder, Stakeholder Satisfaction Questionnaire 2025)

'The staff listen to my views and worries, and guidance is given to ensure I meet my goals' (Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)

'I choose my own groceries when I go shopping' (Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)

I go on interviews (Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)

*99% of Staff members have the confidence in their role to support Individuals to make choices and decisions about their lives.
(Taken from Staff Satisfaction Questionnaire 2025)*

*61% of Family members rated us as Excellent and 39% rated us as Good at enabling people to make choices about their life and their home.
(Taken from Family Satisfaction Questionnaire 2025)*

*56% of Family members rated us as Excellent and 44% as Good when asked if we Enabled people to make themselves heard – e.g. likes, dislikes, opinions and wishes”.
(Taken from Family Satisfaction Questionnaire 2025)*



Over the last 12 months Emma has moved into her new home with two housemates being supported by Cartref Ni.

One of Emma's goals has been to have her own car, which means she could go out and about a lot more. With support Emma viewed different vehicles and decided on this one! Happy travels Emma!

Cartref Ni Quality Standard

We will assist individuals to identify, set and achieve goals/outcomes.

We listen to individuals' wishes and dreams and work with them to achieve these or a close alternative.

Information on individuals' wishes and dreams is gathered in many different ways, via completion of their 'All about Me' personal plan where goals and outcomes are discussed and planned, to general day-to-day discussions and observations of individuals' likes and dislikes and activities they may wish to try.

Where individuals live with house mates, house meetings are held every quarter (or more frequently if requested/required) individuals discuss things they may wish to achieve either on their own or as a house, such as a revamp of the garden, some redecoration of a living space and so on. Where individuals live alone, one to one discussions are held with the manager and the person to ascertain what they may like to plan to do for the future.

During staff supervision sessions with their manager individuals are discussed, their general wellbeing, any worries or concerns and their goals and aspirations, often with a 'what needs to happen next' discussion. Staff team meetings are held monthly where individuals wellbeing and goals, outcomes and wishes are discussed, progress towards these are also detailed.

During quality visits individuals are often keen to share their 'All About Me' plan and proud to demonstrate when goals have been achieved. These are captured in photo or video format.

We can demonstrate that we achieve this quality standard by the quotes, photos and captions below:

"The way staff help me achieve my goals and the positive friendship between myself and staff members" (Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)

"I enjoyed the help given to me last year to take part in the Cartref Ni garden competition last year and appreciated the extra money to put towards it" (Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)



John had voiced he would like to go on a trip to London for a few days. James supported John to find suitable accommodation and train tickets were booked – John had a great few days away in London.



“Debbie would like to help to plant some seeds and flowers for her garden for the summer”

*“Purchased and planting started”
(Extract from ‘All About Me’ Plan*

So What

We are confident that we deliver support in a person centred way, not only with the people we support but also with our staff teams, we believe to be truly person centred, this must be the approach throughout the organisation. We have further embedded the person centred ethos of the organisation into our daily practice by devising, developing and delivering our new Person Centred Practice training programme, the first session being held in February 2025 with more sessions planned for May and September. The initial session received very positive feedback from those attending.

The support we give makes a positive difference to the individuals we work with on a daily basis. People we support have voice, choice and control over their lives and how they wish them to be lived. This is demonstrated within the evidence in this report. People have increased independence, ability and confidence due to the support we provide.

People are supported to set goals/outcomes they wish to achieve, and these are planned out with them appropriately and detailed within their 'All about Me' personal plan. Individuals are the foundation of this plan and are involved in its development and renewal. We feel the joy and pride individuals have for this document when they share it, lovely to see.

Now What

The new Quality Standards developed for the organisation; will be fully embedded into the service in the coming months after being launched at our staff conference in June. This year's quality satisfaction questionnaires have been changed to align with these Quality Standards which will assist us in gathering feedback and also when analysing the data gathered against the standards, measuring performance and identifying areas where improvement may be required.

We will continue to work with staff teams to review how the information they record within daily notes, realising that there must be an emphasis on more 'holistic' recording, not just looking at the basis of daily support such as supporting with eating and drinking, personal care, medication etc but also capturing the real essence of the day for that person, what mattered to them, what made them smile, what gave them joy, how did they express this. Although this has improved there is still more work to do.

CIW Statement of Compliance

People are happy and supported to maintain their ongoing health, development, and overall wellbeing.

Cartref Ni Quality Standard

Individuals are supported to engage in a wide range of activities within their home and local communities.

It is recognised that for us all to achieve overall wellbeing we need to maintain our ongoing health and development, by living a full and varied life, feeling valued and having purpose are key to us all reaching our potential, this is no different for the people we support. Individuals are encouraged to partake in a variety of activities both within their homes and within their local communities and surrounding areas.

We get to know individuals and support them to express their likes and dislikes in all areas of their lives, this includes activities and hobbies they may have been involved in for a long time or new ones they may wish to take part in, to develop new skills and interests. These include being active and valued members of local groups such as swimming groups, baking groups, art and craft sessions, drama clubs, martial arts groups, walking groups and music groups as well as more structured work opportunity services delivered by some of our external partners. Individuals are also encouraged and supported to practice a chosen faith, with several people we support being active and valued members of their church groups.

Information gleaned from individuals around what they may like to be involved in, goals they may wish to set are included in their 'All About Me' plans where progress towards them and completion of them is also detailed. Individuals take great pride in these documents and very much enjoy seeing how much they achieve each year and the photo evidence of this.

Individuals are supported to devise a weekly schedule which plans out commitments/activities they have each day, many of the people we support like this structure, they like to see what is coming next and find comfort in this.

Over the last year some of the people we support have also been successful in gaining paid employment with one person now working in a care home near to where they live 3 days a week and another working 2 days a week in a local café, both individuals take great pride in their roles and have great reward in collecting their wages each week.

Whilst supporting individuals to take part in varied leisure and work opportunities is key to wellbeing, supporting individuals to maintain good general health is also paramount, by knowing Individuals so well, staff will often be the first to gauge when they are feeling unwell or struggling with certain aspects of their health. We support individuals to attend medical and other professional appointments and help them to understand what is discussed or directed from these, for example, a new or changed medication, a piece of equipment that may support them or a change to their diet.

Any such changes are also detailed in the persons daily notes and their care plan within Care Control, the electronic care management system we use. Changes to an individual's health and all this may entail are also discussed within monthly team meetings with the staff team and also in staff and manager one to one supervisions sessions.

Sadly, in this last year we have also supported individuals when they have been admitted to hospital being acutely unwell. Staff members supported them as they would have done in their own homes, being with them in the hospital for their shift, we understand that offering this support at this time is crucial to the individual, not only are they unwell but also in an unfamiliar environment which for some can be extremely challenging. Staff members and managers are all involved, which we believe is a massive support to the person and aides with the persons smooth discharge when returning home.

Some of the ways we evidence that we achieve this quality standard are detailed below –

'Dyfan invited all us lads out for a really nice walk, we ended up covering nearly 11,000 steps. We had a lovely trip down past the Brookhouse and then on towards the mill house before heading back to the flat' (Extract from Individuals Daily Notes)

"Visit to National Trust Erddig Estate and Gardens. Once arrived and parked up Micheal ate his lunch in the car before going for a good long walk around the gardens and woodland Micheal happy to see the snowdrop flowers and early daffodils, happy sitting on a bench watching the ducks and swans on the pond drinking his coke. Michael very happy and animated being outside and in the Gardens". (Extract from Individuals Daily Care Notes)

*“Joel got back from his religious group all well in good spirits, welfare checks conducted and Joel spoke of his plans for tomorrow to see his mum and relax on his day off. Medication administered...all is well with him nothing concerning to note”
(Extract from Individuals Daily Care Notes)*



Luke and Lisa enjoyed attending a Halloween Event looking ‘spooky’!

Paul and Rita enjoying a ‘jam’ session at Paul’s weekly musical group ‘Musical Mates’



Josh has recently been recognised by Wetherspoons for celebrating 10 years employment with them a great achievement, well done Josh!

A goal for Alex was to go away on holiday this year, he enjoyed a break in Blackpool in November.



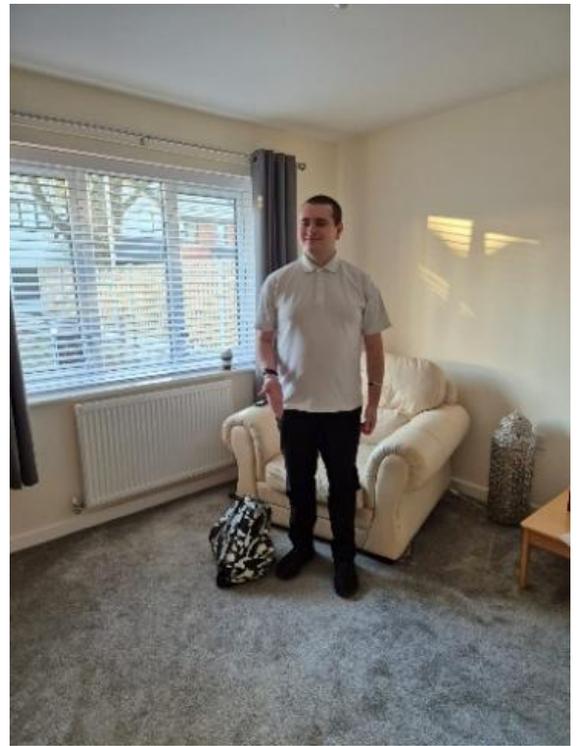
Peter and Vaughan 'getting gardening' and building a raised bed for Peter's back garden.



"A lovely home, and great to have some outside space too. Both are planning to host a BBQ at the weekend for their families which was lovely to hear" (Extract from Head of Operations unannounced visit)

"Alan mentioned he really enjoyed doing the paddle boarding last year and would like to do it again, I said I will put that in his all about me file as a goal for this year and he seemed very grateful" (Extract from Individuals Daily Care Notes)

Jake has this year secured paid part time employment at a Care Home near where he lives, this is him ready for his first day. Congratulations Jake!



Huw loves being outdoors and taking in some hiking and rambling trails this plays an integral part of his wellbeing, here he is on a beautiful day on Conwy Mountain.

*“James would like to attend use your loaf again”
“James has attended another session” (Extract from James’s All About Me personal plan)*

James is very proud of the Sticky buns he baked during his last session at ‘Use your Loaf’ Community Bakery, they look good enough to eat James!



Cartref Ni Quality Standard

Staff have the knowledge, experience and support required to enhance the lives of those they support

We recognise and understand that life doesn't stand still for any of us, and the general path of life passes through differing stages and phases involving changes and challenges. To be confident we are supporting individuals to live the best life they can we must ensure our staff members have the necessary knowledge, experience and support required to achieve this.

All potential new employees are subject to our robust recruitment and selection process, which includes completion of an application form, attending our head office for an interview. Whilst we take into account potential staff members knowledge and qualifications especially those within social care, our final decision on recruitment and selection of a new employee is based on their values, their personality, their attitude to the potential role and what they feel they have to offer the individuals, the staff team and the Organisation in general. We believe that you can train a person to do the areas of the job that require knowledge and set skills, but you cannot train values, empathy and compassion.

From April 2024 to March 2025, we have had 23 new employees start with us and 33 employees leave us, there has been a variety of reasons why people have left us, retirement, moving away, moving on to other employment and dismissal from post. One of those left us was successful in qualifying as a Learning Disability Nurse and has taken up a post locally with the Learning Disability Nursing team, we are very proud of her achievement and wish her well with her new career.

Our Learning and Development Manager has responsibility for and oversees all areas of training and development for the organisation in line with legislative, sector and individual requirements. All staff receive a robust training package, this commences at the very start of their employment with us and continues throughout their career at Cartref Ni. Included within this are areas such as First Aid, Health and Safety, Personal Safety, Learning Disability, Autism, Mental Health, Medication, Moving and Positioning, Person Centred Practice, Safeguarding and many more. We encourage staff to complete their NVQ award level 2 and 3 initially and then for those wishing to progress or are progressing into a management role level 4 and 5. When a staff member starts their employment with us they also complete the 'All Wales Induction Framework' programme this is a six month programme devised by Social Care Wales.

Include some further training information here are we generally compliant

All new staff also attend Corporate Induction training which welcomes them to the Organisation, it is also an opportunity to meet the Chief Executive, Head of Operations and the Management and office based team. Corporate Induction also lays out general expectations and responsibilities within their role.

On occasion staff teams have reached out to other professional partners such as Learning Disability Nurses and Speech and Language Therapists and District Nurses

to request a bespoke training and learning session in relation to an isolated incident or change in condition. All staff are grateful for this support from our external partners, and it helps support individuals health and wellbeing.

Our service Managers hold monthly team meetings with their staff teams and also have regular one to one supervision sessions with each staff member, where individuals' health and wellbeing is discussed. Any concerns are also discussed and possible solutions to problems shared.

All staff within Cartref Ni also have an annual performance appraisal with their manager, which looks closely at their performance in that 12 months, objectives are set with the staff member to be achieved in the coming 12 months. Employees are asked to 'rate' their performance in set areas prior to meeting with their manager, during the discussion the manager will also give their ratings on where they feel the employee is currently performing, any areas requiring improvement are also discussed with the employee as are areas where they have excelled.

We have an excellent library of organisational Policies and Procedures on all aspects of the service we deliver, staff have instant access to the Policy library via the electronic tablet devices within each house.

Our Service Managers and Assistant Managers provide their staff teams with dedicated, holistic support visiting the houses at least weekly, they are actively involved in the lives of those we support and have built up positive relationships with them and their loved ones.

Some evidence of how we meet this quality standard is detailed below -

"Staff always try their best for me and if something is wrong they will try to help me"
(Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)

"They (staff) are always there for me when I need them" *(Individual being supported taken from the People we Support Quality Satisfaction Questionnaire 2025)*

'Some of the staff have been excellent in the last 6 months in supporting Dyfan during a difficult time for the family' *(Mr and Mrs R Mum and Dad of Individual taken from Family Quality Satisfaction Questionnaire 2025)*



Ceri likes to keep busy, she has recently been on a Cruise with Denise and Simone, she visited Bilbao, Bordeaux and La Caruana and had a fabulous time. In Ceri's words "I enjoyed my holiday especially the food and the entertainment and the company of the two ladies, best holiday I've ever had."

My visit to Hamburg.

My short trip to Hamburg was amazing! The day I enjoyed the most was a day at Miniature Wonderland, where I drove a 3D train in a simulator. (Tom, Person we support)



“Cartref Ni staff work in a client centred way with a focus on improved quality of life Staff ask for help and training and use this in practice” (Quote from Stakeholder taken from the Stakeholder Quality Satisfaction Questionnaire 2025)

“I love working with Cartref Ni as the support you receive is brilliant and any problems I can speak with my manager at any time, and it’s all about choices, as it is all about the individuals”. (Staff member quote from Staff Satisfaction Survey 2025)



Nicola having a short break in Blackpool. Nicola really enjoyed her stay this time as she met up with her friend Sam, who she first met on holiday in Blackpool earlier in the year. Sure there were plenty of giggles and memories made Nicola!

“I feel confident to request learning opportunities. I know that my request will be seriously considered and very probably approved. That’s good” (Staff quote taken from Investors in People Report 2024)

Fiona would like to plan her 40th Birthday party for later this year. Birthday party arrangements/planning completed and was a huge success. (Extract from Fiona’s All About Me personal plan) Here is Fiona enjoying her night.



Learning and Development at Cartref Ni

Over the past year, our focus has remained on achieving our training trajectory of 95% and high compliance levels across all statutory and mandatory training. Currently compliance rates to date 9/4/25 are statutory training 93% and mandatory 92%. We have continued to align our training provision with regulatory expectations, internal workforce needs, and external guidance.

New Training Initiatives

This year, we introduced several new training courses in response to identified needs:

Safeguarding Group B development (e learning and team discussion) In response to additional training required by the Welsh Safeguarding Board relating to all front line social care staff, we designed and developed in-house training, using the information from Social Care Wales resources Group B training standards. We designed e learning which we added to our Learning Management System (LMS) "Your Hippo". In addition to complete this learning and development, we have combined knowledge gained through the e learning with additional deeper learning in the form of peer critique and discussions using questions and case studies. This is undertaken during team sessions with Managers. The assessments link to the new guidance and legal duty of staff under safeguarding, aligned to the Social Services and Wellbeing (Wales) Act and their Code of Professional Practice.

Conflict Resolution Training This course was designed and developed in-house and added to our LMS for all staff who do not work or support individuals with behaviours that challenge. This course explores the human factors behind work place conflict.

Person-Centred Practice This course was previously delivered as e learning but is now taught face to face this year. Designed to enhance staff knowledge and application of person-centred approaches, it aligns with sector best practices and regulatory expectations, this newly designed course has been developed by Cartref Ni with support from an external partner to reflect the approach we are looking to instil within our staff teams, both new and existing employees will undertake the course, which comprises of an Induction session and refresher training modules.

Training Needs Analysis (TNA) Impact

The TNA exercise 2024-2025 provided valuable insights into staff development needs. Frontline staff expressed interest in more specialist subjects. These included Bipolar Depression, Cerebral Palsy and palliative care. Additionally, the TNA highlighted the need for a deeper dive into leadership and operational management. In 2025 we are delivering further development on supervision, coaching and mentoring skills, which will be aligned to a review of our appraisal process. We are also reviewing Cartref Ni leadership essentials offer for service and assistant managers.

Changes to Supervision and Appraisal Processes

A review of supervision and appraisal processes is taking place this year to improve alignment with best evidence. While the core structure will remain, enhancements may include:

- A stronger emphasis on reflective practice within supervision sessions and team collaboration.
- A joint approach within staff teams on setting Objectives and Key Results aligned to the content of the “All about me” document.
- Clear developmental and career progression pathways.
- Additional development for managers in delivering effective supervision and feedback.

Your Hippo & Your Hippo Library

"Your Hippo" has been a remarkable success at Cartref Ni, significantly enhancing the way staff record and track their training compliance and personal development. This Learning management System (LMS) has provided a unique and engaging way for staff to connect to their learning using an online app. By incorporating interactive and fun elements, "Your Hippo" has fostered a sense of autonomy amongst staff, promoting them to become self-directed learners. Launched in the 2024 staff conference we have continually received positive feedback from staff during its first year.

Within Your Hippo LMS there is a “Library” area which is regularly accessed by staff. It contains various folders with information including journal articles found within them. If staff see articles of interest they are added to the library where we are building a wealth of current evidence and information to support practice. Sections include, Autism, Depressive illnesses, Medication, Menopause, Supervision, Welsh, UTIs, reflective practice, public health, leadership. We keep adding library topics which keeps the interest of all staff.

Investors In People (IIP)

Cartref Ni is proud to have achieved Investors in People (IIP) Platinum this year, demonstrating our unwavering commitment to staff development, engagement, and workplace excellence. This prestigious recognition reflects the dedication of our staff and managers and our continuous efforts to create a positive and supportive working environment for our employees. Attaining IIP Platinum highlights our investment in developing our staff and having policies that reflect our commitment to staff wellbeing, reinforcing our pledge to maintaining the highest workplace practices found in the social care sector.

Maths and English Level 2

Alongside apprenticeships, the Adult Learning team at Coleg Cambria has been instrumental in supporting all our staff with essential skills in Maths and English at Level 2.

Their tailored approach ensures that learning is accessible, relevant, and practical, helping

staff gain confidence and competence in fundamental skills that enhance both their professional and personal lives. The structured yet flexible delivery enables employees to upskill without disruption to their roles, reinforcing Cartref Ni's shared commitment to workforce development and work based lifelong learning.

Completing the qualifications has significantly enhanced the knowledge, skills and confidence of staff. Through the overall health and social care apprenticeships, our employees have gained valuable knowledge that directly translates into improved service delivery within our houses and ultimately has a positive impact on the individuals we support. The qualifications have equipped them with the tools to face day to day challenges and complexities within supported living, professionally.

Learning and Development Activity 2024-2025 the table below gives information regarding Learning and Development activity and the numbers of staff members involved.

Number of new starters inducted into Cartref Ni and starting their six month All Wales Induction Framework (AWIF) programme	22
Number of staff currently undertaking Maths at Level 2	20
Number of staff currently undertaking English at level 2	13
Number of staff currently undertaking their Level 2 Apprenticeship	17
Number of staff currently undertaking their Level 3 Apprenticeship	12
Number of staff undertaking level 4 Preparing for Leadership and Management apprenticeship	2 1 x Assistant Manager, 1 x Career progression
Level 4 professional practice qualification in Positive Behavioural Support (BILD)	1
Number of staff completing Leadership and Management apprenticeship level 5	2
Number of external CPD course places undertaken by staff	182
Number of internal training places undertaken by staff	Makaton 28, Undertaking Work Based Observations 13, Coaching and mentoring 5 Restrictive Practice For Managers 10, Ros Blackburn on Autism 19

Staff Feedback on Training Impact

Staff feedback has been instrumental in assessing the effectiveness of our training programs. Some key reflections from them include:

"I found group discussions and the subject matter experts history of the law interesting and most useful". "Makes you think about where the training can be used to challenge poor practice within your houses". (Quote from staff member after attending Mental Capacity Act and Deprivation of Liberty training)

"Enjoyed the practical training activities". (Quote from staff member after attending Epilepsy and administration of Buccal Midazolam)

"I wanted to learn everything about diabetes as I had no prior knowledge" (Quote from staff member following attending Diabetes training)

"Made me more aware of affecting people's confidence when offering constructive criticism. Gave me the confidence to nurture new staff in a constructive way". (Quote from staff member following attending Assessing staff in practice)

100% of staff members feel they have the knowledge and skills to support them in their role to the best of their ability. (Taken from Staff Satisfaction Questionnaire 2025)

Cartref Ni Quality Standard

People receive care and support that is adapted to meet their needs and wishes

The foundation of the person centred practice model is acknowledging and embracing that we are all different and unique individuals. We all have individual hopes, dreams, needs and wishes. We see it as pivotal to the service we offer that we adapt the support we deliver to each person, they have their own tailored package of care and support, how they wish this to be.

We succeed in doing this by using a variety of person centred tools such as the individuals 'All about Me' personal plan, having an accurate and informative Care plans for each person, staff know individuals well and have learnt over time how the person wishes their support to be delivered. Individuals communicate in different ways, some people we support are non-verbal and use facial expression, gesture and sign (such as Makaton) language, or visual prompts such as picture cards. Some individuals prefer to communicate via the medium of Welsh. We encourage individuals to communicate in a way they feel comfortable and adapt our communication style to meet theirs. Staff have completed Makaton training and some staff have also learnt some conversational Welsh.

We passionately believe that physical ability should not be seen as a barrier to achieving outcomes or taking part in activities or maintaining health and wellbeing. To this ends we always strive to find creative ways to ensure we adapt our support to meet the needs of individuals. Many of the individuals enjoy cycling but may not be able to cycle on a 'traditional bicycle' and attend 'Pedal Power' sessions which use adapted bicycles which can be used by wheelchair users or those who require support with the pedal mechanism of the bike.



Jackie enjoying a session cycling in the Sunshine. Jackie uses a specially adapted bike to suit her needs, looks fab Jackie!

Staff members receive training in all aspects of an individuals support and health needs and base their practice on the knowledge and skills learnt and also on how well they know the individual.

Individuals support, the approach and style that is needed along with any changes in need, is discussed within monthly staff team meetings and 1-1 manager and staff supervision sessions. Daily care notes are also recorded during each part of the day and for each aspect of the individuals support, any areas of concern or any suggestion of a person's needs changing or a need for staff to adapt their style of support is detailed here – this allows for the sharing of information, identification of any issues and what may help to resolve these.

Where there is concern that an individuals needs may have changed we seek advice, guidance and direction from our external professional partners such as Learning Disability Nurses, Speech and Language therapists, Occupational Therapists, Physiotherapists, General Practitioner's and Psychiatrists.

Person centred practice is wholly about focusing on the individual person, and how we can deliver tailored support that is the right fit for them. For some individuals they need structure of an organised week, with agreed pre-arranged regular activities, the routine and familiarity of this structure gives calmness and provides a feeling of security to the person. Similarly, some people we support don't like to know what is coming to soon, for example some people may find that knowing of an arrangement, event or appointment to soon, can give them great anxiety and worry. As we know the person so well, we know which approach works best for them and we adapt our support to their needs.

Where required to further support the individual and staff team, should an individuals needs change and our support is adapted to meet this a risk assessment will be completed with the individual and staff team.

“After a long walk John decided to stop for a coffee at a cafe, he had a mocha, spoke of his plans for the day to go to the disco later. We took a walk back home I supported John with lunch plans, eye drops, welfare checks and plans for the day. All is well with John he is in his apartment relaxing having a cheese and ham sandwich”.
(Extract from Individuals Daily Care Notes)

“Cartref Ni staff work in a client centred way with a focus on improved quality of life Staff ask for help and training and use this in practice” (Stakeholder quote, taken from Stakeholder Quality Satisfaction Questionnaire 2025)

“The manager promotes a positive ‘staff’ attitude and, despite budget restrictions etc, will find solutions to get round things” (Stakeholder quote taken from Stakeholder Satisfaction Questionnaire 2025)

So What

People we support are happy and supported to live full and varied lives. People are supported to maintain their general health and wellbeing and are encouraged and supported to engage in various activities to enhance this.

Those we support develop confidence and self-esteem by learning new skills and achieving new challenges. to build on skills and abilities and to develop new relationships. Individuals are supported to make healthy choices with regards to diet and leisure activities, where a specialist diet is required individuals are supported to follow this.

Individuals are supported to attend medical and other health appointments and to follow any instructions or guidance from these. Staff have built positive working relationships with other professionals involved in individuals lives such as Nurses, Occupational Therapists and Speech and Language therapists.

People we support are encouraged to as occupied as they wish, with many having a full week of varied activities outside the home in their communities. Individuals are supported to be valuable members of their communities being involved in activities such as litter picking, musical choirs and groups, exercise groups like football, swimming and martial arts. Some people we support are involved in volunteering in local charity shops they are important members of these teams and well known in the associated communities.

We have a robust learning and development programme that comprises of blended learning methods, such as face to face training, e-learning and self-directed study. Resulting in staff being well trained and having the knowledge, confidence, and skills required to fulfil and enhance their role. Staff members know the individuals very well and trust in their own abilities and judgements when supporting them.

Staff members and teams are proactive in requesting learning and development requirements that will support them in their role, for example, we recently sought some bespoke training on Cerebral Palsy from a specialist Nurse this was instigated by the team after identifying they would benefit from more knowledge and guidance in their practice.

Now What

Within early 2025 we completed an internal audit of individuals 'All about Me' Personal plans as we had been using these for a year. It was pleasing to see individuals' personal plans set out in the new format. Some recommendations have been identified following the audit, these will be worked on with Managers and staff over the coming months.

CIW Statement of Compliance

People feel safe and protected from abuse and neglect. Cartref Ni Quality Standard

We recognise and respond to concerns in order to keep people safe

Protecting the people we support and our staff members and keeping them safe, is paramount to the service we provide we see it as our moral obligation as well as a legal one. We are governed by relevant legislation such as the Health and Safety at Work Act 1974 and its subsequent regulations.

We are also governed by the Regulation and Inspection of Social Care (Wales) Act 2016. This is what we are inspected against by Care Inspectorate Wales. This Legislation details how we should practice to keep individuals and staff safe in all areas of our support.

To this ends we have policies and procedures in place to keep people safe, in areas such as Recruitment and Selection, Safeguarding, Moving and Positioning, First aid, Personal Safety, Lone working and many more. We also operate an organisational Incident reporting tool, where incidents

We ensure we recruit new employees safely all complete an application form, attend a face to face interview, and complete an enhanced Disclosure and Barring check and also provide suitable and appropriate references. All staff receive appropriate training to practice safely in their role.

All staff download the 'Wales Safeguarding Procedures' app on their mobile phones this is discussed at their induction. The app gives direction and guidance on how to deal with any suspicions, allegations of all forms of abuse.

Risk Assessments are completed for regular day to day activities and other aspects of daily living, along with other one off events, individuals and staff members are involved in developing these. Risk Assessments are reviewed every 12 months or sooner if changes occur.

There are formal and robust procedures for reporting incidents/accidents and near misses, these are overseen and audited by the Quality Assurance and Compliance Manager and the Head of Operations.

We work with our external partners such as Social Workers, Occupational Therapists and at times the Police to devise and develop plans to keep individuals safe.

Within the last 12 months we have submitted four safeguarding referrals to the relevant authorities.

We received one complaint over the last 12 months from a member of staff, which was investigated and the complainant was satisfied with the outcome.

The last 12 months has seen a change in the training that is to be delivered to health and social care staff. We are pleased to note that we are making great strides with rolling this out to our staff team. Compliance levels in both the 'Group A and Group B' training strands being extremely high, with 97% of staff within Group A having completed and 89% of staff in Group B having completed.

We can evidence further that people we support feel safe and protected from abuse from the quotes below –

74% rated us as Excellent and 26% as Good when asked if they felt we supported people to feel safe. (Taken from Family Satisfaction Questionnaire 2025)

96% answered 'Always' when asked if they feel safe in their home (Taken from People we Support Quality Satisfaction Questionnaire 2025)

"Yes I do feel safe in my own home - I like it here". (Individual we support, taken from People we Support Quality Questionnaire)

"Safe and happy" (Individual we support, taken from the People we Support Quality Questionnaire 2025)

"The policies are clear, we have training on them as well, so everyone knows who to speak to about a safeguarding issue or whatever." (Quote from a staff member Taken from Investors in People Report 2024)

Cartref Ni Quality Standard

We utilise a positive approach to risk taking and see risk taking as an enabling process

We encourage people we support to take managed positive risks in their lives. Always coming from the position of 'assume anything is possible' not 'assume it isn't'. Positive risk is healthy and supports us to grow and develop as individuals. However, it is recognised that all risks must be managed and undertaken in a safe manner and require planning, discussion and preparation.

Supporting individuals to take positive risks builds confidence and skills and also gives an enhanced sense of self-esteem.

Individuals use their 'All About Me' personal plan to set goals and plan outcomes they wish to achieve. These can be in any areas of their lives. Once they set the goal/outcome support staff begin to plan with them how this will be achieved. Whilst on occasion the goals/outcomes may be considerable in nature, such as a holiday abroad, a trip to a theme park and fun on all the rides or learning to ride a horse. For some it could be something that may seem smaller but have much more of a long term impact on their life, such as learning to cook, learning to iron or having time alone in their home when housemates and staff go out.

Positive risks that individuals are wishing to take are also discussed within staff team meetings and staff 1 -1 supervision sessions with their manager, within the team meeting thoughts, plans and experiences are shared. As noted taking positive risks without necessary attention to planning would be fool hardy, whenever there is desire to undertake a positive risk of any kind a risk assessment is completed by the staff with the individual. All possible risk areas are discussed and where possible risks are eliminated or suitably managed with the appropriate control measures. Where this is not possible and it is agreed the risk of the activity/event would be too high then the nearest possible alternative to the activity/event is planned with the individual.

Daily care notes are completed in relation to each individual by staff and areas of positive risk taking are noted here. Information relating to this may also be detailed within the individuals care review assessment both of which are completed using the electronic care management platform Care Control.

For individuals to be encouraged to take positive risks and to succeed, we appreciate that staff members must feel confident, competent and comfortable to support and guide them to. It is understandable that at times staff may feel reluctant to do this, for fear of failure and the responsibility involved in taking a positive risk.

Supporting individuals to take positive risks and the importance of this is a module included in within our in house Person Centred Practise training, we encourage discussion and debate, any challenges, barriers or anxieties staff may feel.

Evidence of how this has been achieved is detailed below in quotes and photo's

'Seeing the risks individuals have made and how happy they have been with the outcome' (Feedback from attendee Person Centred Practise when asked what they would take away from the session)

'I supported a gentleman to go paddleboarding which he has never done before' (Extract from Staff Satisfaction Questionnaire)

'Encouraging one of the ladies to walk on her own to her place of work which is not far from her home ..which she does now unaided and with confidence'. (Extract from Staff Satisfaction Survey)

'Curtis has now tried golf, cinema and swimming in his new support hours. Curtis has a newfound confidence and has been on the bus to Llandudno on his own. He also went out shopping when it was dark with support which is a massive achievement for Him'. (Extract from CC Individual we support, All About Me Plan 2024)

'I used to get my hair cut in the barbers and I am going to try again I achieved this goal and sat in the chair and allowed the barber to cut my hair.' (Extract from an Individual we support All About Me Plan 2024)



David and Gavin enjoying a 'spin' on the water whilst away on holiday in Ullswater, Lake District over the Summer.

Some 'horsing around' for Richard and Peter. A lovely way to spend a day out.



So What

Individuals we support are protected from abuse and neglect. Staff members receive appropriate training in regard to this and are familiar with how to raise and report concerns.

People are kept safe from abuse and neglect as policies and procedures regarding Safeguarding are accessible to all staff, any changes or amendments are discussed within staff team meetings which are held monthly.

People are kept safe as Risk Assessments are completed for activities and events that individuals are taking part in and also for day to day living such as using a vehicle, travelling on public transport independently and so on.

People are kept safe as Health and Safety is a standing agenda item for all team meetings with any concerns being acted on and resolved.

Now What

Individuals are encouraged and supported to take positive risks, this is how we all grow and develop, positive risks when well planned and managed build confidence and self-esteem and offer great reward.

Whilst there is evidence of individuals successfully taking well managed positive risks we believe this is an area that could be further explored where appropriate with individuals.

To continue to discuss this with staff in our person centred practice training sessions and within team meetings and staff supervisions.

CIW Statement of Compliance

People live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Cartref Ni Quality Standard

We support individuals to maintain their home environment as they would want it, so they are happy within their home.

At Cartref Ni we support adults with learning disabilities to live in their own homes. Currently we provide support to 66 individuals in 25 settings across Flintshire, Denbighshire and Conwy. These settings vary from shared tenancy of a house sharing with housemates, individuals who live in their own apartment within a set of apartments. or living in their own home.

One of the common denominators for all of the settings we support in is that all individuals want to live in a home that feels, safe, comfortable and relaxed. A home that they can feel happy in and meets their needs.

Over the last 12 months we have started supporting four new people, welcoming them into their new homes and assisting them to feel settled, form friendships with housemates, and have a sense of belonging. We have enjoyed getting to know them, their likes and dislikes and how they wish to be supported moving forward.

People we support live in a home that they are involved in choosing the decoration, furniture and fittings for, they are supported to be involved in maintaining their home to a clean and tidy standard and to have a home that they feel justifiably proud of.

In the Summer as in previous years we held our annual Garden Competition, titled 'Here we Grow Again' the suggestion for the original event coming from people we support and staff members. It is now a firm favourite in the yearly events calendar and looked forward to by all involved. The transformation of garden areas and other 'small spaces' by individuals supported by their staff teams over the years has been amazing and very inspirational, with lots of friendly rivalry between competitors.

Having pleasant outside space to enjoy and spend time in is important for us all and promoting our overall wellbeing. For some it is a place to sit, relax and enjoy some sunshine. For others it is about spending some time in nature, refilling bird feeders and observing the birdlife that visits these, other individuals with support from their staff teams have planned, devised and planted up vegetable and fruit patches which have yielded great produce, that they use in cooking and baking, enjoying fresh home grown produce for dinner that has been picked from their garden that same day.

Even a temporary move can be stressful and worrying for those involved, all credit to our staff teams in these houses for the way they have managed this process seamlessly for all involved.

People we support are involved in not just maintaining a clean and tidy home but also in ensuring it is a safe one, with support from staff members they complete health and safety checks such as fridge and freezer temperature checks, hot water temperature checks, legionella water checks and fire alarm checks and fire evacuation drills.

Any areas of concern within an individuals home are also discussed within monthly staff team meetings where general health and safety is an agenda item.

Evidence of how we have met this quality standard is detailed below –

“I am looking forward to the warmer weather so I can tidy my garden and have a BBQ” (Individual we support taken from the People we Support Quality Satisfaction Questionnaire 2025)

“James showed me his room and all of the things that he loves”. (Extract from Trustee visit 2024)

“Lovely property very well cared for and the recent addition of a downstairs WC must be a real bonus to the gentlemen. I was surprised that the property had been occupied for 30+ years and was one of the first to be occupied and supported by Cartref Ni. A real home from home”. (Extract from Trustee visit 2024)



Colin supported by his staff team worked hard on his garden for this year's Garden competition. Well done Colin!



Sam is very proud of his home and likes to be involved in keeping it clean and tidy



'I enjoyed the help given to me last year to take part in the Cartref Ni garden competition last year and appreciated the extra money to put towards it' - David showing Tricia one of the Trustee's around his garden during our Garden Competition.

*"Staff are very caring and respectful and also promote this between the tenants".
(Stakeholder quote, taken from Stakeholder Quality Satisfaction Questionnaire 2025)*

"Jake came home at teatime, saying he had had a great time with his family. We all had a chat in the kitchen. When his family left, he went for a bath and got himself settled, saying ' It's so good to be home!!'" (Extract from Individuals Daily Care notes)

"Lounge looked fresh and recently decorated". (Extract from Head of Operations unannounced visit)

"Despite only just having moved in, there were obvious first signs of the Individuals making their new home their own – Jake's bedroom, I immediately was able to determine what his interests are (Marvel/comics)" (Extract from Head of Operations unannounced visit)

Cartref Ni Quality Standard

We support people and advocate if necessary to ensure their home is suitable for their needs

Part of our role in supporting individuals to live in a home environment they feel happy and comfortable in is to also advocate on their behalf when necessary, should there be any changes to the home or to the needs of the individuals concerned.

There are several different ways this can be achieved,

Within this last year we have supported some individuals to move house temporarily due to their landlords, the relevant Housing Association undertaking improvement or repair works in their home, areas such as a new kitchen, bathroom, or flooring. Some individuals have also had alterations to their homes to enhance safety procedures, such as having full length patio doors, leading to outside space fitted to support speedier and safer evacuation should there be a fire.

Over the last 12 months we have also supported two people to move house permanently, due to their needs changing and their original homes no longer being suitable for them. Whilst this is sad as we are no longer the organisation supporting them (we had supported one gentleman for many years), we understand that for them both the move is in their best interests and fully support a move to accommodation that meets their change in need. Any move of home such as these is planned with the individuals and they are involved in each step of the process.

For several months we have been supporting a gentleman who is exploring the difficult decision of moving from his shared home with our support, to another area to be closer to family, this is massive decision for him, as well as his support team and manager advocating for him, he also has an external advocate and social worker giving support.



Grace and Jake have been great friends since attending college together, last Summer they also became housemates (supported by Cartref Ni) and have co tenancy on a new home. Here they are on moving in day. Well done Grace, Well done Jake.

“I liked the obvious happiness that filled the house. They both seem to have all that they need and with a strong connection to family I feel sure that anything that they want or need will be delivered”. (Extract from Trustee visit 2024)

“Staff always try their best for me and if something is wrong they will try to help me” (Individual we support taken from the People we Support Questionnaire 2025)

‘Luke will make it clear if he does or doesn’t like things in certain places, is proud of his rosettes and of the space he has to see them. (Individual we support taken from the People we Support Questionnaire 2025)

So What

Individuals have voice, choice and control over how their home is set out, decorated and run and have adequate support to achieve their wishes. They live in accommodation that is suitable for their needs and enhances their life.

Individuals are proud of their homes and gardens (where applicable) and having their own front door, they take pride in hosting visitors, family and friends.

Using the 'active support' model individuals are encouraged to keep their homes neat and tidy and to develop skills with regards to budgeting and menu planning and cooking.

Individuals trust staff and management to advocate on their behalf in respects of their homes and accommodation.

Now What

We will continue to support individuals to live in their home and to make choices regarding how their home looks and feels.

We continue to support and encourage individuals to be proud of their homes through such vehicles as the Cartref Ni Garden Competition held each Summer.

We will continue to work with external partners such as Housing Associations to ensure individuals live in suitable, safe and comfortable accommodation.

We look forward to supporting three individuals to move into their new home together following being awarded the Tender to deliver their support in March.

Leadership

Cartref Ni Quality Standard

Leaders in Cartref Ni are compassionate and are trusted

In order for our staff teams to support individuals to have rich, rewarding and fulfilling lives, they must have good leaders. Leaders that lead with compassion and are trusted by the individuals, staff, family members and other stakeholders. Leaders that lead by example and are person centred in their approach and practice.

We are a registered charity, a not for profit organisation. We have a Board of Trustees who come from different professional and personal backgrounds. Three of our Trustees are parents of individuals we support. The organisation is led by our Chief Executive, with day to day management by our Head of Operations, they are supported by 7 Service Managers and 5 Assistant Managers. Each Service Manager supports a cluster of houses generally within one county. Generally, our Assistant Managers work to 2 service managers and support them in their houses.

Managers visit each house at least weekly, spend time chatting to individuals and staff and observing interactions and relationships between them. Managers also carry out 'general house checks' such as medication and finance checks, checking that any relevant health and safety checks have been completed.

Staff also receive support through 1 – 1 supervision sessions which they have with their manager each quarter (when new staff members commence employment, they receive monthly supervision sessions for the first 6 months of their employment). Managers hold monthly team meetings, these have a set agenda and are minuted, individuals are discussed, and any areas of concern and areas of celebration are shared and noted. Organisational news and information are also shared within these meetings.

Our Head of Finance and Business Administration leads our Finance and Administration team who oversee and manage all aspects of finance and administration such as payroll, invoicing our commissioners, preparing for general audit and other regulatory inspections and checks, as well as being responsible for our reception desk, being the friendly voice answering the phone and the welcoming face in the front office.

During face to face quality visits to individuals homes by the Head of Operations and Quality Assurance and Compliance Manager discussions are held with individuals and staff members, gathering feedback on the support given by managers and assistant managers and by Cartref Ni as an organisation.

Within our Quality Satisfaction questionnaires responders are also asked to give feedback on the support they receive from their managers, individuals are asked if they feel they can give their views to the manager when they visit, families and staff are asked if they feel our managers lead with compassion and are trusted.

The Head of Operations and Quality Assurance and Compliance Manager attend a sample of team meetings held throughout the year and observe the relationship between the Service Manager and staff members, the support and guidance given.

Our Chief Executive and Head of Operations have an open door policy and welcome discussions from staff members from across the organisation. Both attend our Corporate Induction Day, where they meet and chat to new staff members and give information about the Organisation and what is expected from all employees. They also ensure they chat to everyone attending our regular social events held throughout the year.

For many years we have been involved with the Investors in People Programme (IIP). The Investors in People Programme is an internationally recognised accreditation for people management and employee wellbeing. Under the programme we are reassessed every 3 years to maintain or improve our accreditation, on our last assessment we were awarded a Gold Award.

In the Summer of last year we were reassessed again. We were delighted in the Autumn to be awarded a Platinum Award, which is the highest award possible within the programme. Only 6% of businesses involved in the programme in North Wales have achieved the Platinum level of award. Our staff teams are our greatest asset and we strive to always invest in their learning, development and wellbeing. We were thrilled to be formally recognised for this dedication and commitment. We are a Person Centred organisation and believe to be truly Person Centred we must practice this not just with the individuals we support but lead by example and be Person Centred throughout the whole organisation. We understand that a valued, appreciated and well cared for staff team in turn then provide the best service to the individuals we support, ensuring they have the best possible life.

99% of staff members believe our managers lead with compassion (Taken from Staff Satisfaction Quality Questionnaire 2025)

76% of family members rated us as Excellent and 24% as Good when asked if they felt our managers lead with compassion and are trusted (Taken from Family Satisfaction Questionnaire 2025)

“The support this last year has been really appreciated. We are so thankful for all staff” (Mr and Mrs R Individuals Mum and Dad quote taken from the Family Quality Satisfaction Questionnaire 2025)

Cartref Ni Quality Standard

Staff are empowered to work flexibly and creatively to support individuals

Our staff members who support individuals in their homes know them well, the individuals trust them to support them to make decisions about their lives and how they wish to spend their time. In order for those we support to live fulfilled, active and purposeful lives our staff must feel confident and competent to be flexible and creative in the way they support. Our management team empower staff to be able to do this through the leadership, support guidance and direction they give. This is achieved via staff meetings held monthly, 1 – 1 supervision sessions between staff and manager and informal discussions either over the telephone or whilst the manager is conducting a visit to the house.

Managers collaborate with staff teams and individuals to ascertain how they wish their support to be delivered, this is then detailed in the individuals Care Plan and in their 'All About Me' personal plan. When individuals set goals and outcomes the staff team plans with them how this will be achieved, this may require a flexible and creative approach, at times the goal or outcome that has been planned is not achievable and an alternative needs to be planned, which requires staff members to 'think outside of the box' to accomplish this. On occasion, as is the case for many of us the reality of what we set out to achieve may be very different from what we had imagined or hoped for and we decide to set a different course, which again requires some impromptu planning and approaches from the staff team. An example of this is an individual we support for a long time had wanted to visit 'Alton Towers' they enjoyed the fun fair locally and identified that they would like to try the rides in a bigger setting, however, when they got to the theme park the whole experience was a bit overwhelming, as the staff team know the individual so well they identified this extremely quickly and adapted their approach to support the individual.

Staff are well trained for all aspects of their role and this is reflected in the way they deliver the support they give, they are knowledgeable and skilled, which in turn gives them the confidence to think flexibly when unexpected situations arise.

Risk Assessments are undertaken with the individual and the team for new activities or changes in need or ability of the individual, at times the environment may change which dictates the need to review the risk assessment, i.e. the entry point of a swimming pool, or having to deviate from a walking route at the last minute or having to risk assess supporting an individual to get in and out of a different type of car or transport.

Evidence demonstrating this can be seen in the quotes below -

“Staff go above and beyond to try to make things work, they are very protective, committed and caring”. (Quote taken from Stakeholder Satisfaction Questionnaire)

“I like our manager, she’s always there at the end of the phone” another staff member commented that they feel that she (their manager) trusts them to make the right choices for the Individuals (Extract from Head of Operations unannounced visit)

“People feel trusted to use their initiative and take decisions in their role” (Quote from Staff Member, Investors in People Report 2024)

“One of our individuals displayed an unexpected behaviour, I came up with a suggestion, which the team agreed we could try and I was able to lead on it. It worked very well in the end”. (Quote from Staff Member, Investors in People Report 2024)

“I have often seen people who aren’t managers given the opportunity to lead on a part of a task, this is always supported, and that person coached. I have never seen anyone left to fail.” (Quote from Staff Member, Investors in People Report 2024)

92% of Staff members feel they will be listened to if they offer ideas and these will be actively encouraged. (Taken from Staff Satisfaction Questionnaire 2025)

98% of staff members feel that Cartref Ni is generally a supportive organisation. (Taken from Staff Satisfaction Questionnaire 2025)

So What

Leaders within Cartref Ni are trusted and lead with compassion, they are viewed as being approachable and fair, they are seen as being creative and as being positive role models to their staff teams and individuals we support.

Individuals and staff members feel well supported by their manager and by Cartref Ni as an organisation.

Staff members feel trusted and encouraged to provide support in a flexible way, to meet with individuals needs and wishes, such as a change in choice of activity or planning a new goal or outcome

The organisation and its leaders are trusted and held in high esteem, by families, our commissioners and other external stakeholders.

The Person Centred Practice (PCP) Training programme which was launched this January will further assist and guide managers when supporting staff to set goals and outcomes with individuals.

Now What

Leaders within Cartref Ni will continue to work hard to support individuals and staff to reach their potential and to feel valued and respected.

We were delighted to be awarded the Platinum Investors in People award in the Autumn of last year, we will now work on the recommendations contained within the report before our next review it is our aim to retain the Platinum award and to in turn offer staff the best employment experience we can.

Judgement of Quality

Our purpose as an organisation is to provide the highest quality, person centred support to adults with disabilities to live the life they choose, achieve the outcomes that matter to them and be as independent as possible, ensuring they are supported with dignity and respect at all times. Embedded within our organisations logo is the mantra 'My home, My life, My choice'.

This purpose and the mantra, and the approach that we should always work in a person centred way are the foundations of the organisation.

Our organisational Quality Standards set out how we are going to achieve this, they are the benchmark to which quality is measured across the organisation.

We measure quality in all we do in many differing ways, informally on a day to day basis within our staff teams and more formally using data collection tools. Such as those internal organisation tools that have been discussed within the body of this report and also from reports from our external partners and other professional bodies such as our relevant Local Authority commissioning teams, Care Inspectorate Wales and Investors in People.

Whilst it is always our aim to improve on all aspects of the service we provide to the individuals we support, their families, our staff members and our external stakeholders. We are satisfied based on the information we have gleaned from our quality measures that we are fully meeting our Quality Standards and providing a very high standard of support to all.

We are proud of the work we do and the impact it has on the lives of the individuals.

Conclusion

Cartref Ni has had a busy 12 months since the publication of our last annual quality report and since the last Autumn report produced in November of last year.

We have had great pleasure hosting our regular events, our Coffee mornings, summer event, Halloween party and Christmas party. We also hosted a St. David's Day morning tea, a celebration of all things Welsh and our Easter event this April is one to be enjoyed for sure.

Over the last 12 months individuals we support have continued to set and achieve goals and outcomes, some of which are featured within the body of this report. Individuals feel justifiably proud of these.

Our internally designed and developed Person Centred Practice learning and development programme which was officially rolled out in February has received very positive feedback and we look forward to delivering more sessions to our staff teams this coming year.

We were delighted in March to learn that we had been awarded the Tender to support 3 individuals when they move into their new home in Abergele. We look forward to supporting them to make a real 'home' for themselves and are excited to see what they achieve in the years to come. With this we also welcome some new staff members to the team and look forward to having them as part of the Cartref Ni family.

We are extremely proud of our staff members and see them as our greatest asset, ensuring they are well trained and have the knowledge and skills needed to fulfil their roles we believe is imperative to our success. We understand that making staff feel valued and appreciated goes hand in hand with this. Receiving the Platinum Investors in People award has further reinforced this belief.

We look forward to the next 12 months ahead, confident in the knowledge that we can meet any challenge with enthusiasm and commitment and in the belief that we will continue to offer excellent service to the individuals we support, their families, our staff team and our external partners and stakeholders.