



QUALITY ASSURANCE REPORT

2025 - 2026

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Welcome

I am pleased to present this Quality Assurance Report for the last 12 months.

The last 12 months have been both busy and rewarding for the People we Support, Staff members and the organisation as a whole.

Our staff Conference in May was a highlight at the start of this 12 month period, getting everyone together to learn, share and celebrate was a very special couple of days, which we have received positive feedback about.

In June we were inspected by Care Inspectorate Wales. We were delighted following this inspection, to again be awarded a rating of 'Excellent' in all three categories, 'Wellbeing', 'Care and Support' and 'Leadership and Management' a wonderful achievement that we are all very proud of.

We have had some fantastic events and social gatherings in the last 12 months which people we support, and staff members alike have very much enjoyed, a day out to a day out to Chester Zoo in June, the brilliant 'Grease' outdoor movie night in August, how good it was to see everyone dressed up and dancing. Our Halloween event which is always such a hit! Then our Christmas Party in December a fun filled night.

In December we welcomed Geoffery and Jess to the Cartref Ni family, Jess and her cat Bluey moved into Bryn Aeron and Geoffrey has moved into The Brambles. Both have settled in well to their new homes and are enjoying getting to know their new communities – Welcome Geoffrey and Jess!

Sadly, Alan from The Brambles passed away in November, Cartref Ni had supported Alan for many years. Due to the compassion, skill and dedication of his support and management team, Alan was able to be cared for and passed away at home.

We were extremely proud as an organisation when Mrs. Tricia Bochenski was named in the Kings New Years Honours list, Tricia has been awarded an MBE for her services to people with disabilities, an amazing achievement and so well deserved. Tricia has been a Trustee for Cartref Ni for over 25years. Congratulations from all of us Tricia!

In March Cartref Ni turned 35! What a milestone! We have plenty of activities and events planned throughout 2026 to celebrate and look forward to sharing these with you.

Also, in March we welcomed Sue Hart to the Management team at Cartref Ni, Sue has extensive experience in support work and management in social care, we hope Sue is very happy with us.

Neil Ryder

Chief Executive

Structure of the Report

This report has been written to the Statements of Compliance that are set by Care Inspectorate Wales. These are detailed in the bold blue type heading of each section of the report. Cartref Ni Quality Standards are set underneath these in lighter blue type.

Care Inspectorate Wales inspects and assesses us against their statements of compliance in three sections 'Well-being', 'Care and Support' and 'Leadership and Management'.

Cartref Ni Quality Standards provide the framework for the content of this report. We measure quality against these standards. Our standards are based on the Care Inspectorate Wales Statements of Compliance and other areas they inspect us on. These statements we feel are important to the lives of the Individuals we support.

Our Quality standards are the benchmark of all we do, giving people choice, promoting their wellbeing and supporting them to be involved in their community and lead full and active lives.

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

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

Cartref Ni is a person centred organisation, the values and principles of this are the foundation of the support we provide to the people we support and our staff team. The person-centred approach is at the heart of how we deliver support to individuals every day, it is how we support each other as colleagues throughout the organisation.

Cartref Ni exists to enable those we support to live the life they choose, their own way, with our support. We feel proud and privileged to have supported many individuals for a number of years now, some from the very inception of Cartref Ni, 35 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 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 which detail support offered, the activities of the day, they include detail around the individual's 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), our Head of Operations and our Operations Manager.

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:

'If I ask to do something. I can do it!' (Quote from People we Support quality questionnaire 2026)

'Matthew says he makes his own choices on what he wants to do'. (Quote from People we support quality questionnaire 2026)

Grace wanted to go to Wetherspoons in Mold, but when we arrived, it was packed. Grace suggested that we go to Burger King in Chester instead, so that's what we did. (Extract from Person we Support daily care notes October 2025)



'I would like to go to Disneyland Paris for my holiday this year.

With support I need to cost this up, have a look if I have enough money, choose who to come with me, book to go'
(Taken from Diane's All about Me personal plan 2025)

Photo shows Diane boarding her flight to Paris in December. Wonderful Diane!

'I like to get my nails painted' (Extract from Emma's All about Me personal plan)

Photo shows Emma at a local salon having a lovely manicure – a mini pamper session!



'My brother is given choices – what he wants to wear, where he wishes to go etc'. (Quote from Family Quality Satisfaction Questionnaire 2026)

'The staff are very good in helping our son to make beneficial decisions'. (Quote from Family Quality Satisfaction Questionnaire 2026)

'Emma loves Lon Yr Ysgol and it's great to know she is making her own choices'. (Quote from Family Quality Satisfaction Questionnaire 2026)

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, individuals discuss things they may wish to achieve either on their own or as a household, 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:



A step back in time for Lauren, Milly, Izzy (supported by Jess) and a friend from 'Stand Social' for their, 'Back to the 80's' Party – Fabulous outfits girls!

'Lis would like to visit Emmerdale and stay close by overnight - Due to poor health this trip was put on hold, however now Lis is better the trip has been costed, and Emma has applied to the Lesley Gurney fund to see if they can assist funding the trip'- Lis achieved her wish in September 2025 (Extract from Individuals All about Me Personal plan October 2025)



'David loves walking and dislikes being bored'. (Extract from his likes/dislikes page within his 'All about Me' personal plan) Over the last 12 months David has enjoyed getting to explore new areas around his new home.

'James would like to go to Harry Potter studios in London; 'Coach and overnight stay booked for 30.11.25; (Taken from James's All about Me personal plan Summer 2025)

Photo shows James supported by Elisha at Harry Potter studios in London, November 2025, by the Hogwarts Express Train! Wonderful James!



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 continue to embed our person centred practice within our staff teams and organisation.

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, these are planned with them appropriately and captured within their 'All about Me' personal plan. The All about Me plan belongs to the Individual, it is their document and a cornerstone of their support. We feel the joy and pride individuals have for this document when they share it.

Now What

The Person Centred Practice training programme that we designed and deliver in house is now in its second year. Feedback from the sessions has been positive and to add to this a full evaluation of the training programme is currently underway to explore where any improvements can be made.

In the last 12 months there has been a dedicated audit and review of the 'All about Me' personal plans for the People we Support, this showed the benefits of using the new plans and how these have enhanced the lives of Individuals but also showed some areas that we can improve further, results of the audit will be shared with the management team going forward.

Over the next 12 months we will explore how active support is being used within the support we deliver and how we can improve on this.

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

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

Overall wellbeing for all of us involves maintaining our general health and personal development and we believe this is achieved 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. To support Individuals to achieve this they 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 if they choose to; 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 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.

Some of the people we support partake in paid employment and several volunteer for local charities and animal rescue centres, it's important to them to feel part of their communities and to make a difference.

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:

'I would like to give up smoking due to health issues'. To support Lis to visit the GP to seek advice and guidance on quitting smoking. Lis has been to the GP, prescribed nicotine patches to support her to quit smoking. Lis has decided to cut down first and then go on the patches'

'Yes, Lis has now quit smoking. Well done', (Extract from Individuals All about Me personal plan June 2025)

'TC said she would like to go out for a bit we went to Primark to get some new things for her holiday TC came into the shop, I was very happy about this, she actively participated in choosing clothes and talking with other shoppers she did really well in the shop, we stopped at Aldi for a sandwich and some milk before coming home she said she had a really good day' (Extract from TC daily care notes record 2025)



*'It's important to me to be able to volunteer at an animal shelter' (Extract from Grace's 'All about Me' Personal plan Spring 2025)
Picture shows Grace volunteering at a local animal rescue, meeting a new friend.
Purrfect Grace!*

After moving into their new home in the Spring of 2025 Dominic and his housemates wanted to do something to celebrate and get to know their community. What better way than hosting a coffee morning to raise funds for Macmillan Cancer Support in Autumn 2025. A great effort all! And look at those cakes!!



*'I enjoy attending church for the Sunday service, it's important to me' (Extract from Angela's 'All about Me' Personal plan)
The picture shows Angela and her housemate Emma supported by Jo, enjoying the band during the service.*



*'It's important to me to get out and about I love coffee and enjoy visiting café's'.
(Extract from Marion's 'All about Me' personal plan May 2025) Photo shows Marion enjoying a coffee on a day out. Lovely Marion!*

My car is a huge part of my life, helping me be more independent and getting me out and about to activities. It's important to me to learn how to look after my car'. Photo shows Jake putting some Petrol in the tank Great Job Jake! (Taken from Jake's 'All about Me' Personal plan June 2025)



'JW in a great mood engaging well and enjoying a laugh and joke. JW's Aunty was really impressed how well JW is doing since her move and how much her confidence is growing. Aunty very complimentary about how homely and nice the house was'.

'JW went into shop independently and paid using her debit card and Tesco club card and asked for receipt, given lots of praise as helps with her confidence and independence'. (Extract taken from JW recorded daily care notes February 2026)



'It's important to me to be healthy and to take regular exercise. I like to cycle' (Extract from Alex's All about Me personal plan) Photo shows Alex having a great cycle along the Promenade in Rhyl, what a lovely day for it Alex!

Laura, Tom, Oliver and Louise like to get out together socially as well as being housemates.

A great way to relax after a busy week is a Spa break, what a lovely spot they picked at beautiful Lake Vyrnwy in Mid Wales.



'I like to be active and love the outdoors and would like to go on more countryside walks' (Extract from Huw's All about Me personal plan 2025) Photo shows Huw and his housemate Rhys on a trip out into the mountains locally. What a view!

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

Life doesn't stand still for any of us, 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.

We have a robust recruitment and selection process, which includes completion of an application form, attending our head office for an interview if successful candidates are invited to attend a second stage interview which involves meeting the Individuals we feel they would be best to support. 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 2025 to March 2026, we have had 35 new employees start with us and 21 employees leave us, there has been a variety of reasons why people have left us, retirement, moving away, moving on to other employment.

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.

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 around practice issues and general issues related to their role 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 -

(They have) 'Excellent communication skills. (They are) Very well suited to the job, good senses of humour'. (Quote from Family Quality Satisfaction Questionnaire)

'The team are very well rounded and support the lads and each other. (Quote from Family Quality Satisfaction Questionnaire)



Maintaining overall health and wellbeing is a vital to us all for a happy and healthy life. The photo shows Debbie being supported with a visit to the Dentist – great to see Debbie so relaxed and with a cheery smile... well done Debbie (and support team)

'The best thing is they (the staff team) look after us really well and always know what's best for us'. (Quote from People we Support Quality Questionnaire 2026)

'Emma has lost weight and is very active since being at Lon Yr Ysgol' (Quote from Family Satisfaction Questionnaire 2026)

*'I understand I can have a new car for my own personal use
The manager arranged with the receivership officer for me to have a Motability Car.
Staff supported me to go to the Vauxhall garage in Chester to see which car I like and that fits my needs best' (Extract from Geoffrey's All about Me personal plan)
Photo Geoffrey with his new car parked up at home, some good days out coming with that Geoffrey!*



Learning and Development at Cartref Ni

Quality Assurance Report – Learning & Development (L&D)

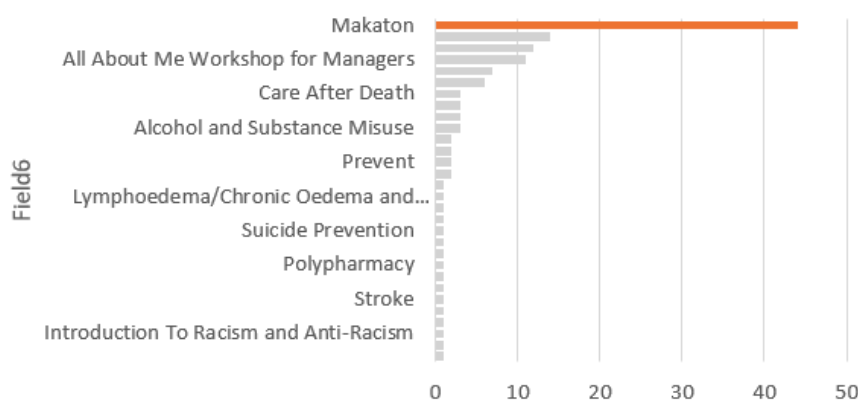
Overview: It has been a productive year for Learning & Development, with a strong focus on Course Development, Compliance, Staff Progression, Continuing Professional Development (CPD) and Continuous Quality Improvement across all areas.

Annual Key Performance Indicators (KPIs)

Number of new starters inducted into Cartref Ni and starting their six month All Wales Induction Framework (AWIF) programme	26
Number of staff starting Maths at Level 2	20
Number of staff starting English at level 2	16
Number of staff started their Level 2 Apprenticeship in 2025/2026	4
Number of staff started their Level 3 Apprenticeship in 2025/2026	11
Number of staff undertaking level 4 Preparing for Leadership and Management apprenticeship	2
Number of staff undertaking a Leadership and Management apprenticeship and also a Chartered Institute for Personnel Development (CIPD) qualification both at level 5	3

Continuing Professional Development (CPD) courses undertaken in 2025

There was a total of 129 CPD places during 2025. The graph below demonstrates the subjects undertaken by staff during that period.



There remains further work to be undertaken to increase engagement among Cartref Ni staff in relation to seeing the value of Continuing Professional Development (CPD)

Programme Development and Delivery

Several new courses have been introduced, including;

- Mentorship and coaching.
- Enhanced training in medication practices. Face-to-face sessions have focused on examining errors and their prevention.
- Strengthened delivery of person-centred practice delivered by internal trainers.
- Medication observations have been expanded to widen and include a dysphagia assessment to improve practical competency evaluation.
- RISCA Compliance for Managers and Responsible Individuals has also been delivered, ensuring leadership teams remain aligned with regulatory expectations.
- An “All About Me” workshop was delivered to Managers to ensure they can be clear to their staff on the purpose of this dynamic document to ensure staff capture everything about the individuals and their desired outcomes.

Induction and Core Training

Corporate induction and the Code of Professional Practice workshops are constantly being updated to reflect current standards and organisational changes. Statutory and mandatory training compliance remained strong across the workforce during 2025.

Career Progression

There has been a continued emphasis on career development, including:

- Ongoing career conversations with staff
- Progression pathways into leadership roles
- Leadership qualifications including Level 4 (Preparing for Leadership and Management) and Level 5 (Leadership and Management)
- CIPD level 5 in People Management for non front line staff

Additional support has been provided to students on Level 4 and 5 programmes, including protected study time for Assistant Managers each week and targeted 1-1 coaching support.

Maths and English development continues alongside Level 2 and Level 3 Health and Social Care qualifications.

Recruitment and Workforce Planning

Workforce planning initiatives have focused on:

- Increasing the percentage of new starters entering apprenticeship pathways following completion of their 6 month All Wales Induction Framework (AWIF)

- Preparation to host local students with their work experience placements and ultimately strengthening recruitment through our partnership with Coleg Cambria

Quality Assurance and Evaluation

- A review of appraisal forms is ongoing, with managers piloting revised formats for wider implementation (August 2025).
- Subject Matter Expert (SME) evaluation of courses and their assessment methods was undertaken to ensure quality and consistency and transference of skills to practice competencies. As a result of these meetings a new written assessment was designed for staff by the SME delivering Epilepsy & Buccal Midazolam training to ensure staff grasped key concepts in supporting individuals who experience seizures.
- Safeguarding for Managers (Group C) began a review, with course design and delivery improvements being implemented during 2026.

Collaboration and External Engagement

A progress and planning meeting was held with Coleg Cambria (September 2025), involving all tutor assessors across health and social care, maths and English subjects. This included retrospective review of current learners and forward planning for the new cohorts in 2026.

Cartref Ni was also invited to contribute to Estyn inspections for Coleg Cambria (January 2026), reflecting recognition of our strong partnership working.

Innovation and Future Planning

Key areas of focus include:

- Integration of AI within Education, Learning and Development (L&D) and awareness of student pitfalls when using it.
- Our Leadership Essentials programme development will continue to be designed and delivered during 2026
- Expansion of Makaton cohorts will continue during 2026
- Strategic planning for 2026 L&D delivery and workforce development including supporting new role development.

Conclusion: Overall, the L&D function continues to demonstrate strong performance, with high statutory and mandatory course compliance, a clear focus on staff development and focus on new staff education and training, and proactive planning for future workforce needs. Continuous improvement remains a priority, supported by robust quality assurance processes and collaborative partnerships.

Staff Feedback on Training Impact

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

'Training is always ongoing and it is good to see all of the available courses on offer'. (Quote taken from Family Quality Satisfaction Questionnaire 2026)

'I always feel supported within my role and offered lots of opportunities to add skills etc to my role' (Quote from Staff Satisfaction Questionnaire 2026)

'Key points I took from the conference that I am eager to incorporate into my practice is the importance of person centred planning. The conference really highlighted to me the value of truly understanding and prioritising the Individuals goals, preferences and needs. I also realised the importance of being more detailed in my daily notes, this would definitely help with communication and care planning'. (Quote from Staff Member, Staff Conference Feedback Questionnaire June 2025)

'I have a better understanding at how Individuals feel moving into a new home' (Quote from Staff Member, Staff Conference Feedback Questionnaire June 2025)

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 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, taking part in activities or maintaining health and wellbeing. To this end 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. One of the Individuals we support is a wheelchair user, he regularly attends skiing sessions in his wheelchair at an indoor ski slope, with support from staff.



Alaw likes to be involved in maintaining her home and likes to keep busy. The photo shows Alaw supported by Helen to get cracking with some baking. Biscuits or Pie bet they tasted good!

Staff members receive training in all aspects of an individual's 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 individual's 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 too 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 individual's needs change and our support is adapted to meet this, a risk assessment will be completed with the individual and staff team.

'Great care and give the young people great options. Also understanding when situations at home alter due to illness, I feel staff went above and beyond – excellent.' (Quote from Family Quality Satisfaction Questionnaire 2026)

(The staff team) 'Provide a lovely, safe, friendly environment where the people make choices and are involved in everything. First class!' (Quote from Family Quality Satisfaction Questionnaire 2026)

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.

Now What

Over the last 6 months we have been working closely with Oral health care nurse from Betsi Cadwaladr University Health Board, they complete regular training sessions with staff at our office and have worked with us to design a new 'Oral Health Care Assessment' tool which staff are supporting Individuals with.

Within the next quarter an audit will be completed in respect of Individuals medication protocols, to review current information and make improvements if required.

As the in house Person Centred Practice training programme has now been running for just over 12 months and several sessions have been completed staff members, a formal evaluation of the training programme has been started, the full findings of this will be available in the Summer of 2026. Once the evaluation is reviewed, we will be able to ascertain if any improvements or amendments to the training programme are needed.

People feel safe and protected from abuse and neglect.

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.

We have policies and procedures in place to keep people safe, in areas such as Recruitment and Selection, Safeguarding, Managing Finances, Moving and Positioning, First aid, Personal Safety, Lone working and many more. We also operate an organisational Incident reporting tool, where incidents accidents and near misses are recorded and investigated, where necessary action is taken by the manager.

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 are encouraged to 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. Incidents, accidents and near misses are recorded and investigated, where necessary action is taken by the manager and staff teams to ensure any further similar incidents/accidents are avoided. Near misses are also recorded within this system. The Quality Assurance and Compliance Manager oversees Health and Safety issues within the organisation, with the Responsible Individual having full responsibility. A summary of Incidents, Accidents and other Health and Safety issues is also shared with the Board of Trustees at their quarterly meetings.

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 safeguarding referrals for two separate incidents to the relevant authorities.

We received two complaints over the last 12 months both have been fully investigated and resolved

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

'I have 100% assurance that my brother is being cared for in a safe and secure place'. (Quote from Family Satisfaction Questionnaire 2026)

'I am very happy living in my house.' (Quote from Person we Support Quality Satisfaction Questionnaire 2026)

'The correct procedures are carried out without exception'. (Quote from Family Quality Satisfaction Questionnaire 2026)

'All medication routines completed at all times.' (Quote from Family Quality Satisfaction Questionnaire 2026)

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 Manager and 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.

Examples of how this has been achieved is detailed below -

'Duncan and I went swimming at the gym. He did really well. We had a little chat about how far he has come and talked about him getting in the lake for paddle boarding when that happens at Llyn Padarn. As Duncan religiously holds onto the bars around the edge of the pool, I asked him if we should try and walk to shoulder depth without holding on to the side, offering my arm if he needed it to steady himself. While he was clearly a little bit nervous about this, he jumped right into it and went even further than I anticipated. I congratulated him on pushing his limits and we shared a good old high five celebrating his progress towards getting on the paddle board in the summer' (Extract from recorded daily care notes)

Photo shows Duncan attending and enjoying our paddle boarding event after learning to swim especially for the event. Well done Duncan!!



'I want to Build a bug hotel after seeing it on a TV programme'

Jake and Debbie went to HFT Abbey upcycling in Flint to get the materials needed' (Extract from Jake's All about me personal plan Summer 2025)

Photo shows Jake and Debbie working together to complete the build. What a great job!

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 from abuse and neglect as all Policies and Procedures are reviewed in a timely manner by using the Policy and Procedure renewal process set up by the Head of Finance and Business Administration and Senior Management Colleagues and also when any changes to relevant Legislation or good practice guidelines dictate.

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

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.

We are currently in the process of reviewing our Employee Health and Safety Handbook which once completed will be rolled out to all staff.

As we encourage Individuals to take more managed positive risks, we must also ensure the relevant Risk Assessments for all activities are current and up to date. The relevant assessments and the process for completing these, are in the process of being reviewed.

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

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 69 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 have started supporting two new Individuals. One who has moved into a house in Ruthin, and the other to a house in Broughton, both moving into their new homes the week before Christmas. We are enjoying getting to know them and how they wish their support to be delivered.

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 in 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.

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 individual's 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 –

Simon enjoying a visit from a furry friend when they and their owner popped in to see him at home.



'I would like to buy a new lawn mower for the garden'. 'Manager to look at prices and support Dan to purchase one'. 'May – A lawn mower has been purchased by Dan and housemates and has been delivered to the house'. (Extract from Dan's 'All about Me' personal plan Summer 2025) Picture shows Dan keeping their lawn tidy for him and his housemates. Well done Dan!

Having a nice garden and enjoying time outside is extremely important to housemates Sam and Duncan. Each year they take great pride and joy in getting their garden 'ship shape' for Summer. Great Job Sam and Duncan.



'Staff encourage me to do things then I get into a routine of doing things in the house and I just do it'. (Quote from Person we Support quality questionnaire 2026 when asked about participating in household tasks)

'I wash up, make my bed, clean my bathroom. I like to know where things are'(Quote from Person we Support quality questionnaire 2026, when asked about participating in household tasks)

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.

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.

On occasion we have supported Individuals with making decisions about moving home. This is generally when the person's needs have changed and their home is no longer suitable for them or meeting their needs. Our staff teams know the Individuals so well that they are able to advocate on their behalf and ensure that the Individual is fully informed in each step. Our connection with the Individuals that have moved is not lost, those that are able, continue to join us for our social events, where it's always lovely to see them



Jess (and her good friend and roommate Bluey the Cat!), moved into their new home and started being supported by Cartref Ni the week before Christmas 2025. Jess had visited quite a few times with support, up to the point of her and Bluey moving in and had chosen the colour scheme and décor for her lounge and bedroom, her favourite Pink of course. Jess made sure Bluey had a cat house and litter tray until she was ready and safe to go outside. Photo shows Jess and Bluey relaxing in her bedroom. Welcome Jess and Bluey!

It's important to Emma to be involved in maintaining her home as she and her housemates wish. Photo shows Emma getting her clean bedding ironed. Great Job Emma!



David lives in his own flat and is supported by Cartref Ni. He takes great pride in the small area outside his flat likes to keep it tidy and colourful

‘Gardening and looking after my plants is important to me’ (Taken from David’s All about Me personal plan October 2025) Photo’s shows David with two of his gorgeous Sunflowers from last year. They are beauties David!

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.

We endeavour to use the active 'active support' model when supporting individuals 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 will continue to work with external partners such as Housing Associations to ensure individuals live in suitable, safe and comfortable accommodation.

We will ensure those Individuals that have moved into their new home with Cartref Ni over the last 12 months feel welcome and are afforded every choice to build a home that meets their needs and where they feel safe.

Leadership

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 operational management by our Head of Operations and Operations Manager 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 or 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, Operations Manager 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 along with the support and guidance given.

Our Chief Executive, Head of Operations and Operations Manager have an open door policy and welcome discussions from staff members from across the organisation. They 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.

'Despite only working for a short time with Cartref Ni. I've felt very valued as part of the team. My manager is always on hand to advise and support me, as well as my assistant manager. Everyone within the company are so professional. The values care and compassion shown for the individuals we support is excellent and enriches their lives'. (Staff member quote Staff Satisfaction Questionnaire 2026)

'Cartref Ni is all round fantastic! All the individuals we support, my colleagues and the management are just great and I couldn't imagine being anywhere else'. (Staff member quote Staff Satisfaction Questionnaire 2026)

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 –

*‘They (Support staff) are kind and supportive. Assist me with my problems’.
(Quote from Person we Support Quality Satisfaction Questionnaire 2026)*

*‘I like normal things; my staff are kind and help me to go on holiday’. (Quote from
Person we Support Quality Satisfaction Questionnaire 2026)*

*‘(The best thing about my support is) Friendship between staff and the relationships
built. Getting out and about in the community and enjoying meeting friends,
swimming, rugby and boccia’. (Quote from Person we Support Quality Satisfaction
Questionnaire 2026)*

*(Support staff and I) ‘Have a laugh when I’m not feeling too happy. Allow me to get
on with my day as I choose to’. (Quote from Person we Support Quality Satisfaction
Questionnaire 2026)*

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.

We were delighted to be awarded the Platinum Investors in People award in the Autumn of last year which demonstrates our commitment to our staff team their wellbeing and development.

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 are currently researching Leadership training and development programmes for our management team which we feel will give them more autonomy and support in their role. This is a big project and one we are putting in a great deal of preparation work to ensure we acquire the best possible programme for our needs.

It is our aim to retain the Platinum Investors in People award; we will work on the recommendations within our last report working towards and to in turn offering our 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. These would include 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 evidence gathered in line with our quality measures and from being awarded a rating of 'Excellent' in all three categories by Care Inspectorate Wales in our last inspection June 2025 that we are providing a very high standard of support (if not Excellent!) 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.

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.

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.

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. Holding 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.