



CARTREF NI

**QUALITY ASSURANCE
REPORT**

2021 - 2022

Contents

<i>Welcome</i>	4
<i>Organisational Context</i>	5
<i>Staff Learning and Development programme</i>	6
Summary of key Learning and Development Activities in 2021-2022	7
Training, Education and Development	7
Leadership Development	8
Performance Appraisal Policy	9
Investors In People (IIP)	9
Wellbeing	10
Resilience training:	10
Social Care Manager Induction (AWIF) and Mentoring Programme	10
QUALITY SYSTEMS AND PROCESSES	12
Incident recording, Compliments and Complaints.	12
External Service monitoring and Inspection	12
Internal Service monitoring and Inspection	12
PEOPLE FEEL THEIR VOICES ARE HEARD AND THEY HAVE CHOICE ABOUT THEIR SUPPORT. EXAMPLES DEMONSTRATING THAT OPPORTUNITIES ARE MADE AVAILABLE TO THEM	13
What we do well and the evidence for it	13
Specific examples to evidence this from our Satisfaction Questionnaires	15
What areas do we need to improve or want to develop further?	17
What specific action is needed to continually improve?	17
PEOPLE ARE HAPPY AND SUPPORTED TO MAINTAIN THEIR ONGOING HEALTH DEVELOPMENT AND OVERALL WELLBEING	18
What we do well and the evidence for it	18
Specific examples to evidence this from our Satisfaction Questionnaires	21
What areas do we need to improve or want to develop further?	23
What specific action is needed to continually improve?	23
PEOPLE FEEL SAFE AND PROTECTED FROM ABUSE AND NEGLECT.	24
What we do well and the evidence for it.	24
Specific examples to evidence this from our Satisfaction Questionnaires	26
What areas do we need to improve or want to develop further?	27
What specific action is needed to continually improve?	27

PEOPLE LIVE IN ACCOMMODATION THAT BEST SUPPORTS THEIR WELL-BEING AND ACHIEVEMENT OF THEIR PERSONAL OUTCOMES	28
What we do well and the evidence for it	28
Specific examples to evidence this from our Satisfaction Questionnaires.	29
What areas do we need to improve or want to develop further?	30
What specific action is needed to continually improve?	30
CONCLUSION.	31
APPENDIX	32
Responses from People We Support 2021 - 2022	32
Responses from Family 2021 - 2022	34
Responses from Staff Survey 2021 - 2022	36

Welcome

Cartref Ni produces a full Quality Assurance Report of this format annually, with a review of this report six months after.

Within this report we have included information on:

- How we develop a professional workforce in order deliver the highest possible quality of service.
- how we support people to feel their voices are heard and they have choice about their support and opportunities are made available to them,
- that people are happy and supported to maintain their ongoing health and development and overall wellbeing,
- that people are kept safe and protected from abuse and neglect and that
- people live in accommodation that best supports their well-being and achievement of their personal outcomes.

We have detailed within each of these areas what we do well and our evidence for this. Also detailed are areas we need to improve on and how we plan to achieve this.

The report has been compiled using organisational information and Information gleaned from our Quality Assurance questionnaires where we have consulted with the People we Support, family members (where appropriate), staff members and external stakeholders.

Included at the end of this report is an Appendix of a further breakdown of the information from the questionnaire responses.

The information gathered and included within this report will be used to construct the Cartref Ni Organisational Action Plan for the coming year.

The past two years have been challenging for us all, living through a global pandemic, whilst continuing to be committed to offering the highest possible level of support to the people we support and families. We are extremely proud and thankful of the hard work all of our staff have undertaken during this time. We remain confident in and proud of the service Cartref Ni provides.

Neil Ryder

Chief Executive

Cartref Ni Ltd.

Organisational Context

Cartref Ni is a registered charity, a not-for-profit organisation, focused on helping people live active, independent and fulfilling lives. Our name means “Our Home” in Welsh, put simply, this is what we do: we give people the care and support they need to enjoy their life as independently as possible in their home. We provide support for adults, primarily with a learning disability and have been doing this extremely well for over 30 years.

Cartref Ni is governed by a Board of Trustees. With a Chief Executive, Head of Operations and Head of Finance and Administration who are responsible for the overall governance, strategic planning, and running of the day- to- day operations of the organisation.

Supporting us to achieve this, we have seven Service Managers and four Assistant Managers, who are responsible for managing a set of the houses we support and their staff teams. A Quality Assurance and Compliance Manager works within the organisation, as does a Learning and Development Manager. A finance and administration team complete the staff involved in the Charity. We all have governance responsibilities to ensure that at the centre of our organisation, arrangements are in place to support engagement with those involved with the service.

Cartref Ni is committed to providing the best possible support to enable Individuals with learning disabilities, to live in their own home, we believe in living as well as caring. We are a person-centred focused organisation, putting those we support at the centre of all we do.

Staff Learning and Development programme

Cartref Ni staff continue to learn and develop even during the unprecedented time during the pandemic and during significant sustained pressure because of staff shortages due to national recruitment issues. We have still seen great improvements in knowledge and skills within Cartref Ni where staff having a strong desire to continually improve to ensure that our people receive excellent quality and safe care.

Learning and Development is focusing its resources and capacity on the following objectives.

- Producing monthly workforce reports for managers which includes all training compliance data and additional workforce data on Apprenticeship progress and Appraisal trajectory data.
- Delivering an effective Induction. Continuing the All-Wales Induction Framework (AWIF) for support staff
- Facilitating progression of staff through qualifications
- Providing learning and development opportunities for staff, including development and delivery of training related to statutory requirements and providing opportunities for Continuous Professional Development (CPD)
- Designing and implementing a leadership and management development programme called Leadership Essentials – bespoke to Cartref Ni's requirements and aligned to the All-Wales Induction Framework (AWIF) programme for managers.
- Supporting managers through training and development to operationalise the new managers assessment. This is a change to the social care worker registration process, allowing managers to decide on the level of knowledge, skill and competence required to register.
- Providing training and development to support implementation of the new appraisal policy and accompanying new forms.
- To undertake the annual Training Needs Analysis informed by staff appraisals in line with the needs of Cartref Ni services.
- Facilitating changes in line with the Investors in People action plan which forms part of our workforce development planning and initiatives.

Summary of key Learning and Development Activities in 2021-2022

Learning and Development Activity	
Number of staff trained in statutory and mandatory subjects	Twenty-two percent increase in the number of new staff trained. Overall, the number of staff requiring training was 152
Number of new starters inducted into Cartref Ni	33 (from June 2021)
Numbers of staff starting their AWIF programme	29
Number of staff progressing to a Level 4 Preparing to lead and manage in health and Social Care (as part of our “Grow your Own” plan	Total Four Two staff are already in the Assistant Manager role. Two are completing their award using our Student Development Outcomes Programme. This allows staff to progress whilst still in a Support Worker Role. This complies with our IIP objective “Continue to ensure that succession planning is clearly understood across the organisation. This will ensure that “talent” is able to see clear progression opportunities, and not stifled or lost through potential frustration.”
% Managers attending our programme Leadership Essentials (leadership and management development) over seven workshops	Seventy-three percent of managers attended. This equates to an average of eleven managers attending each session.
Number of staff gaining a vocational qualification (Apprenticeships, certificates, and diplomas)	Two staff achieved level 2 in Health and Social care Eight staff received a level 3 in health and social care

Training, Education and Development

Staff statutory and mandatory training, vocational learning and Continuing Professional Development activity remain key forms of education and training delivered to staff.

The trajectory for completion of all statutory and mandatory courses is 100% (excluding staff on maternity, paternity, or long-term sick).

For staff with no qualifications, they must complete their level two within three years of initial registration with Social Care Wales. They also must complete 45 hours of CPD over a three-year period. Managers are still required to complete 90 hours of CPD over that same period.

Cartref Ni encourage staff to have quality CPD opportunities with time for self-reflection built into the learning.

It is anticipated that course numbers will increase with

- The rise in new staff into Cartref Ni during the last 12 months (n33)
- The new Appraisal policy and subsequent personal development plans.
- New staff requiring vocational qualifications to remain registered with Social Care Wales within a three-year period from induction.
- Staff requiring further academic level four and five leadership qualifications when progressing within the organisation to higher level roles such as Service Manager and Assistant Manager.
- Staff wishing to progress within their current role by increasing their knowledge, skills, and confidence through completing a level four in professional practice. Here staff can specialise in a study relating to their house and the individuals they support. This will also enhance the quality of practice within the service.

Leadership Development

A new Cartref Ni leadership development programme called “Leadership Essentials” was designed, planned, and systematically rolled out to all Managers during 2021- 2022. Managers accessed bite size learning to continuously improve and enhance their operational management and leadership knowledge and skills.

During 2021-22 the following workshops and activity were delivered internally.

- The All-Wales Induction Framework (AWIF) programme including Managers responsibilities.
- Analysis and Report writing for managers
- Creating SMART Objectives (including aligning change to objectives to improve services)
- Effective supervision and operationalising the new supervision policy in practice
- Managing performance and the new performance appraisal policy
- The new route to registration for Support Workers including Managers assessments in practice
- Managing medication through assessment of practice in the workplace. (Includes prevention and mitigation of risk and exploration of the management of medication errors policy)
- Assessment in the workplace for managers -The responsibility for demonstrating staff transferable skills into the workplace, is integrated within managers practice and is a key skill. This training was exploring assessing in different areas of practice to ensure managers understand the mechanisms of effective assessment to prove staff competence to practice.
- New Managers will be required to assess themselves against a 360-degree assessment as part of a Leadership Qualities Framework (LQF). This will support them in identifying their development needs as part of their All-Wales Induction Framework. The standards within the LQF should also help us to further plan their management development training.

Performance Appraisal Policy

Two policies supervision and appraisal, which have a direct impact on quality within service provision were reviewed in 2021- 2022. Previously these policies were jointly published. Since consultation with managers the policies have now been separated into two individual policies. The Performance Appraisal policy has direct impact on Learning and Workforce Development.

Within this policy it enables an accountable two-way, career and performance conversation between staff and their line manager. The content supports employee wellbeing, satisfaction, engagement, and performance against our values. It also underpins our high value and person-centred culture. In addition, staff can have conversations about career aspirations and future talent and succession planning to maximise the potential of all staff.

All managers received training in how to apply both policies in practice.

All staff now have their appraisals during an annual April to October window. At the end of October all staff will have had their Personal Development Plan submitted to the Learning and Development Manager who will then produce a Training Needs Analysis report for Senior managers to decide on how to deliver and commission necessary courses for staff in the following year.

Investors In People (IIP)

IIP reaccreditation will take place July 2023. An internal action plan looking at current performance against the IIP standards and the 2020 report is being undertaken in preparation.

For the forthcoming reaccreditation, a number of areas for continuous improvement relating to quality in learning and workforce development were identified and are summarised below. These are areas we are currently working on within our IIP Action Plan where we hope to gain Platinum status in 2023.

- Continue to ensure that the Company values are part of how we operate as an organisation.
- Consider introducing a more flexible approach to annual reviews, to improve communication and encourage two-way feedback.
- Consider how to develop team leaders within teams to become future role models. Consideration should be given to promoting and sharing good practice: to develop a culture of role model behaviour.
- Continue to review roles as the Company expands, developing the skills and capabilities which we anticipate will be required.
- Commitment to Leadership and Management training programmes.
- Clarifying the management capabilities required to effectively lead, manage, and develop people now, and in the future.

- Consider Introducing a peer-to-peer mentoring programme. Although this happens naturally in some teams, great benefit could be derived from introducing a more structured programme: supporting individual and organisational growth, and firmly embedding culture.
- Continue to review how best practice is shared between teams and consider how learning opportunities can be enhanced by maximising the benefit of formal and informal networks throughout the organisation.
- Continue to ensure that succession planning is clearly understood across the organisation. This will ensure that “talent” is able to see clear progression opportunities, and not stifled or lost through potential frustration.
- Continue to embed more formal ways of generating new ideas to achieve positive outcomes. Create a culture of innovation. It is important that ideas are sought after, captured, and shared; and that leaders have the skills necessary to maximise the benefits of continuous improvements and processes being used.
- Continue to measure and evaluate the investment in learning and development and its impact on individuals and the organisation. Sharing the results with teams would enable the Company to better align skills with organisational needs, justify budgets and improve efficiency.

Wellbeing

Resilience training:

There has been discussion throughout the pandemic and the issues surrounding recruitment nationally in health and social care regarding the increase in work related stress.

During induction and beyond, managers can use the Robertson Cooper I resilience intervention tool available for all staff. This tool is used within Cartref Ni AWIF programme along- side enhanced supervision during month three of probation.

This tool can also be used at any time for staff with their managers, using supervision as the mechanism to sense check staff wellbeing and resilience as a minimum on a quarterly basis. The tool is aimed at helping staff understand the key stressors for individuals in the workplace and support them to learn about behaviours and thinking styles which can help them become more resilient.

Social Care Manager Induction (AWIF) and Mentoring Programme

Within the last year we have made some additional appointments to our management team

We have appointed two ‘new to role’ service managers and three new assistant managers. Cartref Ni always look to where possible ‘grow our own’ in relation to staff development and we are proud and pleased that both of recent appointments to Service Manager post were staff who held assistant manager posts already. Two of the staff appointed to the assistant manager role are staff who previously held support worker roles with us. With the third being a completely new to us staff member. We recognise that for all staff within our organisation, staff induction is a massive foundation to a successful and rewarding role. It is important in

ensuring those we support receive the best possible service and those who work for us feel welcomed and supported in their 'new' role.

We understand that working in the role of a manager in health and social care is a demanding and complex one. Since last Summer we have set up and run a Mentoring programme for managers new to the role. This has proven to be very successful, and mentee's have expressed that they have found mentoring sessions very beneficial in the development of their role.

Mentoring is seen as important supportive and development tool by Social Care Wales, it is seen as being extremely positive for organisations to have a dedicated mentoring programme. Mentee's meet with their Mentor monthly for the first 12 months of their role. The Mentor is a colleague who has Occupational competence and many years working in a variety of social care management roles. There are currently 5 members of staff within the mentoring programme.

QUALITY SYSTEMS AND PROCESSES

Cartref Ni uses a number of processes and system the main ones are outlined below.

Incident recording, Compliments and Complaints.

We have an obligation to report and record occasions of accidents, incidents and near misses. All are investigated thoroughly by the Service Manager and any areas of improvement are documented and an action plan to address achievement of these is also detailed. Incidents, accidents and near misses relating to people we support are recorded on 'Care Control' the digital platform we are now recording information on, as well as on our running 'incident log' spreadsheet.

Cartref Ni is committed to providing the best possible service to those we support and their families. We welcome feedback and suggestions on how we can improve things. We also welcome complaints, understanding that it is through open and honest discussion, exploration and investigation, that we learn, grow and improve.

Within the last 12 months there have been a variety of incidents detailed on our in-house incident log by our Service Managers/Assistant Managers, which include a variety of themes such as incidents of challenging behaviours, incidents of falls, medication issues, Individuals being taken unwell, and minor accidents within the houses. There is good detail of these being followed up by the Manager and any actions required being completed.

External Service monitoring and Inspection

As well as our internal monitoring systems and processes we are also monitored by external bodies such as the Care Inspectorate for Wales and Local Authority Monitoring teams. whilst inspections and monitoring visits may not have taken place in person during the Pandemic, online and or virtual monitoring has continued. As COVID restrictions are now being lifted face to face visits are recommencing. We have had 2 monitoring visits so far, both in the last quarter of this year (January to March). Throughout the Pandemic Care Inspectorate Wales has been conducting monitoring calls to organisations and as restrictions are being lifted and it is becoming safer to do so they are conducting in person Inspections once more. Cartref Ni continue to be duty bound to complete a Care Inspectorate Notification document on each occasion an Individual or staff member receives a positive COVID test result. We are monitored with regards to these returns, we provide evidence of infection control practices, correct use of PPE and that we are following current Government guidelines in respect of COVID safe practices and procedures.

Cartref Ni currently holds the 'Investors in People' Gold Award, which we are all very proud of. We value and appreciate our staff team and recognize them as being our greatest asset receiving formal recognition for this is extremely rewarding. Following receipt of the Gold award we are now working towards the Platinum Award level.

Internal Service monitoring and Inspection

This is outlined in more detail in the next section

PEOPLE FEEL THEIR VOICES ARE HEARD AND THEY HAVE CHOICE ABOUT THEIR SUPPORT. EXAMPLES DEMONSTRATING THAT OPPORTUNITIES ARE MADE AVAILABLE TO THEM

What we do well and the evidence for it

Our Statement of Purpose sets out our vision and service provision. Our easy read 'Support Guide' sets out the service/support that each Individual can expect from us. Annual quality satisfaction questionnaires are sent to the Individuals we support, these are set out visually, as well as with written word, to encourage Individuals to complete them, independently where possible. Individuals are asked to comment and give a rating on various aspects of their support. Within this year's questionnaire we have also asked some questions in relation to how Individuals feel they have been supported during the COVID-19 Pandemic.

Throughout the Pandemic information has been issued in easy read format to the people we support around aspects of dealing with the disease, such as PPE, hand washing, staying safe and going into hospital. This information has helped staff reassure and support Individuals.

Quality Questionnaires are also sent to family members/individuals' representatives. Other Professionals involved with working with Cartref Ni are also sent a quality questionnaire.

Information is gathered from the questionnaires in relation to the service we provide. Collated information is used within this report and to direct the yearly organisational action plan, this is devised in the Summer, as well as using information collated from responses to our questionnaires, we also use feedback from monitoring and inspection visits and other driving forces within the sector, such as changes in Legislation and Guidance as well as our internal strategic priorities. Actions within the plan are routinely monitored and measured for progress and completion.

Quality visits are made to Individuals houses by Service Managers/Assistant Managers (at least) weekly where they observe staff practice and interactions with Individuals being supported, spending time with the Individuals provides opportunity for regular, relaxed engagement. Quality visits are also made to the houses of the Individuals we support by members of the Board of Trustees, our Chief Executive Officer and Head of Operations at regular intervals throughout the year. Here they engage with Individuals being supported whose views, comments and concerns are heard and acted on. Over the last two years these visits have been restricted to ensure adherence with COVID restrictions and to protect the people we support. As restrictions are lifted and it is safe to do so, we are starting to recommence routine visits, this is kept under constant review in respect of any COVID-19 outbreaks. Our Quality Assurance and Compliance Manager, completes Quality visits to the houses, the role also includes carrying out in-house audits in areas such as document completion, health and safety and team meetings to ensure compliance with our statutory duties. Involved in the Quality visits there is also a desk top audits looking at information on the electronic care management system Care Control, such as Individuals Care Review

Assessments, and daily care notes. Over the last 12 months the Quality Assurance and Compliance manager has also attended 11 team meetings, the reasons for these visits are to observe the interaction between the team and manager, to check that actions from previous meetings are completed in a timely manner, to explore the content of the meeting and to offer thanks to the staff teams for their continued hard work. At times there are themes or topics that the organisation has asked to be raised in team meetings by the manager, this is also part of the role of the Quality Assurance and Compliance manager, to ensure that these topics are raised and discussed and to offer the manager support around these. Audit notes are kept on file by the Quality Assurance and Compliance manager for each team meeting visited. They will also speak with the Manager after the meeting.

Managers continue to deliver PPE (Personal Protective Equipment) and wear the necessary PPE when needed on visits. Contact continues to be maintained via zoom and Microsoft Teams also. Service Managers and Assistant Managers normally visit the houses more than once a week where again there is great engagement between Managers and the Individuals we support although, these visits as undertaken in a very informal, relaxed way, there is actually, a lot of structure behind the visits, there is an 'visit audit' checklist that Managers complete. Throughout the Pandemic there has still been an emphasis on ensuring we provide a quality service. To ensure this, certain areas remain under constant quality checks, such as, Infection Control and the use of PPE.

Cartref Ni has several informal ways that it engages with the people we support. For the last two years due to the COVID-19 Pandemic and the restrictions that this imposed on us meeting and gathering together, we have had to pause our regular organisational get togethers' and celebrations, something we all missed terribly. During this time, we have held our events such as our Christmas Party and our Easter event but via 'ZOOM' which we have all enjoyed, but recognise it is not the same as all being together. Following the relaxing of some of the COVID restrictions and upon completion of a comprehensive Risk Assessment the decision was made to have a Christmas get together day at Chester Zoo, paid for by Cartref Ni. Despite being in December and a little on the chilly side, the day was a great success and enjoyed by all who attended, people we support and staff, it was great to all be together again and to see people as we walked around the Zoo. Our Christmas party for 2021 was held via ZOOM with links to each of the houses we support in. As restrictions have been lifted in the last few months and we have felt it safe to do so, we have had had a lunch time event to farewell a colleague who was retiring, she had been with Cartref Ni for 26 years, the event was held outside under cover and the people we support and staff were asked to attend at differing time slots to avoid too many people all together. This Easter we had a weeklong pre-arranged 'pop in' event for the people we support and staff members, where people booked slots to call in and place their pre-made Easter Decoration on the tree and have a cuppa and a cake and collect their Easter Egg. These days were enjoyed by everyone who attended. Last year we held a 'Cartref Ni Garden Competition' all houses we support in were encouraged to enter sharing photos and stories about their garden journey. The judging for the event was carried out by our Board of Trustees with a winner from each County being chosen. The event was so well received by all that we will run another one in the Summer of 2022.

We are very much looking forward to a time when it is safe to all meet together again as we used to pre COVID-19.

Specific examples to evidence this from our Satisfaction Questionnaires

From People we Support

	Always	Sometimes	Never
Do you get a chance to give your views to the manager when they visit?	77 %	13%	10%
If you have contacted the office with an issue, do you feel listened to?	78%	17%	4%
Do you know what to do if you are not happy with your support?	74%	19%	6%
Is the support and help staff give you good?	80%	17%	3%
During the lockdown have staff supported you to take part in activities on-line e.g. attend clubs, see friends	63%	32%	0%

From Family members

	Excellent	Good	Average	Below Average
Enabling people to make choices about their life.	45%	45%	9%	0%
Enabling people to feel respected	54%	38%	0%	8%
During the Pandemic have people been supported to maintain contact with family and friends in different ways i.e., via zoom, facetime, Facebook etc.	58%	25%	17%	0%
Enabling people to make themselves heard. E.g., likes, dislikes, opinions and wishes	36%	45%	9%	9%
How effective do you feel our staff are?	67%	25%	0%	8%
Do you feel staff have sufficient knowledge and skills to fulfil their role	62%	31%	0%	8%
In your experience do you always find staff to be courteous and welcoming when you speak/see them?	77%	15%	0%	8%

From Staff members –

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
I understand what Cartref Ni's values and vision are.	68%	31%	1%	0%	0%
I Understand what Cartref Ni are trying to achieve.	66%	30%	4%	0%	0%
I can see how my job contributes to the main purpose of the Organisation	64%	34%	1%	0%	0%
I feel motivated in the job I do	52%	33%	12%	3%	0%
I am clear about what I am expected to achieve in my job.	48%	51%	1%	0%	0%
My manager treats me with respect.	57%	38%	3%	1%	1%
I able to contact my manager when needed and if not available immediately they will call me back.	60%	32%	4%	3%	0%
I enjoy working for Cartref Ni	57%	34%	7%	1%	0%

What areas do we need to improve or want to develop further?

- People we support forum – although some background work in relation to restarting our 'People's forum' has been completed, due to the Pandemic we had previously made the decision to put this on hold. This will be explored again in the coming months, as COVID-19 restrictions are now being lifted.
- Whilst we feel we communicate well with the people we support, and their voices are heard we are always looking on ways to improve and develop on this. With COVID-19 restrictions now being lifted we are looking to further improve and develop on how we communicate with the people we support, whether this be via a group such as our 'People's forum' or in other ways.
- Cartref Ni Newsletter – Previous newsletters that we have published have been well received by the people we support, family and staff. We have limited movement with this in the past 12 months with only a couple produced. It remains an area for us to develop.
- Progress for Provider Programme – whilst we have gained some knowledge from the programme and there are tools that we will take away from it and use, we have not continued with the accreditation process of the programme.

What specific action is needed to continually improve?

- Recommencing forums for People we Support.
- To explore further what resources and tools we are to be making use of from the Progress for Providers programme.
- Ensure the requirement to compile and publish a quarterly Cartref Ni Newsletter moves forward.

PEOPLE ARE HAPPY AND SUPPORTED TO MAINTAIN THEIR ONGOING HEALTH DEVELOPMENT AND OVERALL WELLBEING

What we do well and the evidence for it

At the foundation of our value base at Cartref Ni is the promotion of the rights and independence of the people we support. We strive to support Individuals in a way that ensures they are able to reach their potential. Cartref Ni has always been driven to work in a person-centred way, we believe that tailoring support to Individuals needs and wishes, maintaining their identity and supporting them to achieve dreams are fundamental to a full life. We adhere to person centred Legislation, such as The Social Services and Wellbeing (Wales) Act 2014 and The Regulation and Inspection of Social Care (Wales) Act 2016. We support people to maintain their physical and mental health, encouraging people to learn and maintain skills, to try new activities.

We endeavour to communicate with Individuals in a way that they prefer and are comfortable with. This includes some sign and Makaton and communication via the medium of the Welsh Language.

As already noted within this report Cartref Ni has an up to date 'Statement of Purpose' and 'Support Guide' and each Individual has up to date tailored Service Delivery Plan and Protocols for activities and support needs. Each person we support has a set of Individual tailored support plans, which set out how they wish to be supported in all aspects of daily living. These are recorded within the Care Assessment Review section of the Care Control Care Management electronic platform that we use. Care Assessment Reviews are reviewed/updated every 3 months this is done in consultation with the Individual, their family member where appropriate and the staff team.

Within an Individuals Service Delivery Plan there is information on the Individuals likes, dislikes, perfect day, not so perfect day. Individuals with staff support also devise a Personal Profile, which gives a snapshot of information, about what and who is important to each Individual when supporting them.

We work with Individuals when devising their Service Delivery Plans to set goals/outcomes, these are documented and progress to achievement monitored. The outcomes are things that the Individual would like to achieve or improve on, skills they wish to gain, qualifications they wish to work towards. Or even a holiday they wish to take.

For us all, taking positive risks in life can be life enhancing, life changing. By taking managed and researched positive risks we grow and develop as people, positive risks increase our self-worth and self-confidence, as well as helping us to develop new skills and hobbies.

We encourage and support Individuals to take positive risks but have to be sure that the Individuals we support have the capacity to make such decisions about taking risks. Have they understood the information, regarding the decision to make positive risks? Have they capacity to process and weigh this information up to make a reasoned decision? As in the case of us all, we all have the right to make an 'unwise' decision, as long as we have capacity to make it.

In order to support this, some of our staff members including Service Managers have completed training around positive risk taking. As in all areas of person-centred support a risk assessment is always carried out regarding any newly chosen activities. The completion of a risk assessment is not about stopping the activity but more about managing it safely.

A Best Interests meeting would be held should there be any concerns with regards to and Individuals Mental Capacity in respect of making decisions.

We encourage and support Individuals to undertake a variety of leisure/recreational activities to maintain their physical and mental health. With COVID restrictions being lifted many of the activities that people enjoyed before COVID are now starting to run again, where people feel comfortable to do so, they are being supported to begin attending again. However, some are still being conducted virtually, where this is the case, Individuals have been encouraged to become involved. With Individuals beginning to build up some basic IT skills. Individuals have also been supported to maintain contact with family and friends via virtual means, as restrictions of the Pandemic has meant that actual visits to Individuals have not been permitted.

Cartref Ni sees building and maintaining positive, open relationships with external health and wellbeing professionals such as Social Workers, Nurses, GP's, and other medical personnel as pivotal to being able to offer well rounded, holistic support. Staff offer support to Individuals when attending health appointments whether these be with the persons' GP or other health professionals.

Comments from some of our stakeholders reflects our positive practice in supporting Individuals to maintain health and wellbeing.

When asked 'what do you assess as being our key strengths'. they responded.

Well established charity with a good moral/ethical foundation – (JA Local Authority representative)

Person-centred in-service delivery – (TM Local Authority representative)

Willingness to try new working practices and engagement in the development of these – (TM Local Authority representative)

I would say three main qualities are – accessibility, communication and receptiveness to advice offered – (JE Local Authority representative)

Ongoing staff learning and development is a foundation of our organisation, we see this as being paramount to the service we provide. As already mentioned, we see our staff team as our greatest asset, we are committed to providing up to date, appropriate learning and development opportunities for all our staff. Staff complete Core statutory, Core mandatory, house and specific Individual needs training. As well as a selection of desirable training opportunities. Our Learning and Development programme includes, Diabetes training, Medication training, Mental Health training, Nutrition training, moving and positioning training, first aid training and areas such as Person-centred support training, Safeguarding training and Active support training.

All new staff also complete an extensive induction programme in line with the 'All Wales Induction Framework', as set by Social Care Wales.

As well as the extensive learning and development programme that we have in place, we also have a set of processes in place to offer staff one to one support, such as regular Supervision with their Manager (in line with sector regulations) staff also have an Annual Performance Appraisal with their Manager, which supports staff members to plan and set professional objectives for the coming year. Managers have considerable opportunity to engage informally with Individuals and staff teams, all managers make regular (generally biweekly) visits to each house. Individuals and staff members, have the opportunity, to chat with the Manager with regards to any concerns they may have. Our Service Managers know Individuals well, so can often pick up on when things are not right with them even without them saying. The Pandemic has meant that at times these visits may not have been as frequent as before and may have appeared more restrictive in nature with the wearing of PPE, such as gloves and facemasks and the appropriate social distancing measures in place.

We actively support Individuals, to be at the centre of their support, ensuring people are given choice in all areas of their life, to assist Individuals to understand the situation and make decisions, we strive to communicate with people in a manner and style that best suits their needs i.e., via the medium of the Welsh, the use of Makaton sign or picture/visual boards.

As already discussed, where it is deemed that a person lacks capacity then a Best Interests meeting would be called to support decision making. Support is also gained from the Individuals family or next of Kin where appropriate.

From the very start of the COVID-19 Pandemic, Cartref Ni has worked hard to ensure that the people we support, their family's and our staff members have been as much as possible protected against COVID-19. In the initial stages of the Pandemic revised and updated Infection Control guidance was sent to all staff. Family members were also sent updates and information emails as the Pandemic progressed. More recently as COVID-19 restrictions have been relaxed these updates have lessened. However, we understand that the Pandemic has not gone away and still encourage people we support and their families to still consider their practice in respects of staying safe. We continue to ensure we always have a plentiful supply of the necessary PPE (Personal Protective Equipment) allowing safe practice.

We have continued to see the occasional spike in positive cases of COVID this last 12 months. Where we have had small clusters of cases, we have explored ways in which we can improve our Infection Control practices.

Cartref Ni has encouraged all staff and those we support to take up the vaccinations that have been made available for COVID-19, Where this has been deemed appropriate for them to do so. We also work Individuals GP's and practice nurses to seek advice on the anti-viral drugs that have been found to support some Learning disability conditions following a positive test result.

Over the last 12 months Cartref Ni have been involved with some research in relation to Adults with a Learning disability and their access to health screening for such conditions as

certain Cancers. The research involved completion of a questionnaire following discussions around whether Individuals being supported were offered an annual health check, if so, what was the content of these, did they cover all the Individual and staff member would expect. Whether the people we support are regularly invited to health screening appointments such as Mammograms, bowel screening and so on. We appreciate and understand that services such as those listed above were put on hold during the COVID lockdowns and in the months in between, these services are now starting to be opened up again.

Specific examples to evidence this from our Satisfaction Questionnaires

From People we Support

	Always	Sometimes	Never
Are you involved in choosing what to eat and drink?	79%	9%	12%
Do you feel safe in your home? During the Covid Pandemic have you been shown how to wash your hands and wear a face mask?	88%	6%	6%
During the lockdown have staff supported you to maintain contact with family and friends, via facetime, Facebook, Zoom or other ways?	79%	13%	9%
Do staff help you to maintain your physical and mental wellbeing (Health, Active, Supportive)	97%	3%	0%
Do staff treat you like an equal?	91%	9%	0%
Do you feel that your staff help you to achieve your wishes?	91%	6%	3%

From Family members

	Excellent	Good	Average	Below Average
Supporting people to feel safe. In your experience during the Pandemic have you witnessed staff and where appropriate people being supported to comply with the restrictions in place. i.e., wearing of appropriate Personal Protective clothing, including wearing a face mask, appropriate hand washing or use of hand sanitiser and social distancing.	83%	8%	0%	8%
Enabling people to feel well and know how to stay healthy.	58%	25%	17%	0%

If you have had occasion to raise a concern/complaint has this been managed appropriately.	78%	11%	0%	11%
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From Staff members –

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
I am satisfied with the training I receive in order to carry out my current role.	43%	46%	3%	6%	1%
I have felt supported to stay safe and keep others safe during the COVID Pandemic	38%	46%	9%	6%	1%

What areas do we need to improve or want to develop further?

- To ensure that as we come out of the COVID-19 restrictions we ensure that the people we support continue to be offered an annual health check and have access to the necessary/appropriate screening checks. A spreadsheet has been completed by the Service Managers detailing Individuals age and what screening they are eligible for and should be offered and when.
- To continue to further develop our work within the digital platform of Care Control, to ensure that we have up to date, accurate records with respects to Individuals continuing health and wellbeing. This is an ongoing objective.
- To continue to support Individuals to stay well and begin to take part in activities and enjoy greater visits with family and friends as COVID-19 restrictions are lifted.

What specific action is needed to continually improve?

- To liaise with Managers and monitor undertaking of annual health checks and screening programmes, ensure that a system (i.e., spreadsheet) is in place to record when these occur and capture any concerns or issues.
- Care Support plans will be reviewed to ensure that the ongoing health development is considered for each individual.
- To continue to encourage and support Individuals to reconnect with past activities, Work Opportunities, and friendship circles now restrictions are being lifted. Whilst ensuring that we adhere to any guidance/recommendations in relation to COVID-19 advice.
- To make the most of digital resources such as 'facetime,' 'Zoom', 'Facebook' and 'Skype' to make contact with family and friends and also to take part in on-line activities. This will be evidenced within the Individuals Service Delivery Plan.

PEOPLE FEEL SAFE AND PROTECTED FROM ABUSE AND NEGLECT.

What we do well and the evidence for it.

We always strive to put the Individuals we support at the centre of and in control of their lives, ensuring that they feel home is a safe space. Those we support must feel safe and protected from abuse and neglect.

Cartref Ni have various policies, procedures and practices in place that ensure that all Individuals feel safe and protected from abuse, at all times. These include-

- Safeguarding Policy
- Whistleblowing Policy
- Medication Policy
- Missing Persons procedure
- Reporting of incidents and accidents procedure.
- Health and Safety Policy
- Health and Safety checks and routines.

All staff must comply with yearly enhanced DBS (Disclosure and Barring Service) checks which ensure that those employed are safe to work within Health and Social Care.

All applicants and potential new staff take part in a robust recruitment process. Which includes, completion of the organisations' application form, a structured shortlisting process, an interview with two members of the Management team and a second interview with Individuals we support and where appropriate their next of kin. References are also gathered for potential applicants, prior to them starting employment with us. The thoughts and comments of the Individuals we support are critical to our decision regarding appointing potential applicants. Within their induction programme new staff complete a set of 'shadow shifts' with the person/people they will be supporting before starting to support independently.

Within our new employee Induction programme, staff receive health and safety training. Positive Health and Safety practice runs as a thread through all of our training courses, such as First Aid, Moving and Handling, Medication and so on.

Staff must complete Safeguarding refresher training every three years.

We have a legal and we believe moral requirement, to report and record occasions of accidents, incidents and near misses. All are investigated thoroughly by the Service Manager any areas of improvement are documented and an action plan to address achievement of these is also detailed. Where required incidents/accidents are reported to external agencies under the RIDDOR (Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013). We have not had a need to make any reports to external bodies within this last twelve months.

Both generic and Individual/activity specific risk assessments are completed and regularly reviewed six monthly or when changes occur. All individuals also have a PEEP's (Personal Emergency Evacuation Plan) which again are reviewed every six months or as the need arises.

One part of the role of our Quality Assurance and Compliance Manager, is to carry out internal house and system audits, monitoring all health and safety policies, procedures and practices. To challenge and advise should practices fall below standard, to support staff to improve on practice to ensure that information is correctly and adequately documented and to share good practice. Service Managers also make regular checks of health and safety practice when they visit Individuals.

Any suspected, alleged or incidents of abuse, are reported to our external agency partners as legally required under current the current Wales Safeguarding procedures 'Adults at Risk' reporting processes.

Health and Safety is a standing agenda item within Management team and staff team meetings. Health and Safety and Safeguarding are also discussed within Manager/Staff member supervisions.

As mentioned, we have a legal obligation to complete, record and report incidents, accidents and outbreaks of disease. We complete Care Inspectorate Wales notifications on each occasion that an Individual or staff member receives a positive result from a COVID test. Care Inspectorate Wales monitor each return, we were asked to supply with each notification, what actions we had taken to ensure sound positive Infection Control measures with regards to COVID were being practiced. Such as appropriate and accurate use of PPE items, appropriate cleaning regimes and adherence to current Government guidelines. We were also asked for information in regard to ensuring we had adequate staffing within each house as a result of a staff member(s) receiving a positive COVID test result.

As we begin to work in a more digital way, we have instant and immediate access to monitoring practice not just with regards to health and safety monitoring but also with general support tasks. We are also starting to record Medication administration electronically. Staff can only access this part of the system by entering a secure personal PIN number, the system has various alerts and notifications all aimed at ensuring safety in administration for the Individual and staff member.

Specific examples to evidence this from our Satisfaction Questionnaires

From People we Support –

	Always	Sometimes	Never
Do you feel safe in your home? During the Covid Pandemic have you been shown how to wash your hands and wear a face mask?	88%	9%	3%
Do you like the way staff treat you?	94%	6%	0%
If you have contacted the office with an issue, do you feel listened to?	78%	17%	4%
Do you know what to do if you are not happy with your support?	74%	19%	6%

From Family members –

	Excellent	Good	Average	Below Average
Supporting people to feel safe. In your experience during the Pandemic have you witnessed staff and where appropriate people being supported to comply with the restrictions in place. i.e., wearing of appropriate Personal Protective clothing, including wearing a face mask, appropriate hand washing or use of hand sanitiser and social distancing.	83%	8%	0%	8%
Enabling people to feel well and know how to stay healthy	58%	25%	17%	0%
If you have had occasion to raise a concern/complaint has this been managed appropriately	78%	11%	0%	11%

From Staff members –

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
I have felt supported to stay safe and keep others safe during the COVID Pandemic	38%	46%	9%	6%	1%

What areas do we need to improve or want to develop further?

- Now that we are able to carry out more in house audit visits to the houses, to monitor the recording of Health and Safety checks and practices within these visits. To continue to develop the Care Control digital platform to record health and safety data and tasks.
- To continue to work with the EMAR system (electronic recording for Administration for Medications) and to have all houses working on EMAR within next 12 months.
- For Quality Assurance and Compliance Manager to update her IOSSH qualification within next 12 months.

What specific action is needed to continually improve?

- Ensure all health and safety tasks can be recorded and monitored within the digital Care Control system – this is ongoing from last report.
- Ensure that staff members and managers are familiar and confident with the EMAR system
- Further develop the internal framework to audit the EMAR usage

PEOPLE LIVE IN ACCOMMODATION THAT BEST SUPPORTS THEIR WELL-BEING AND ACHIEVEMENT OF THEIR PERSONAL OUTCOMES

What we do well and the evidence for it

The main aim of Cartref Ni as an organisation, is to support Individuals with a learning disability to live safe, happy and fulfilled lives, living in their own homes. To make this possible, we must ensure that the accommodation that those we support live in, best supports their well-being and the achievement of their personal outcomes. We consistently strive to achieve this.

Should a new housemate move into a house this is planned in great detail, several meetings are arranged with the Individual and where appropriate their family member or representative, along with several short visits and a longer trial period undertaken, before a more permanent arrangement considered. We will always take in to account the Individuals already living in the house, it is important to try to ensure that we 'match' housemates with similar personalities. There is nothing to be gained from 'setting people up to fail' introducing a new housemate to any home is a delicate process.

The Individuals we support are a pivotal part of our recruitment process, when seeking potential new staff. We strive to work wholly in a Person-Centred way, feedback from those we support is critical to our service. We are committed to recruiting new staff based on their core values, attitude and personality. We also look to recruit in a 'matching' way, where we look to 'match' staff to a vacancy or Individual. We also look at the potential staff members skill set, knowledge and personality.

At the foundation of Cartref Ni's value base, is the goal of enabling Individuals to be as independent as possible within their own homes. As already discussed, we work to the Active Support Model and base our support on the 'doing with not doing for' approach. To enable this to be achieved Individuals are supported to live in accommodation that is equipped to meet each their needs i.e., moving and positioning equipment, hoists, shower chairs, the use of Telecare equipment such as door sensors where there is a need.

When planning with Individuals their goals and outcomes, we encourage Individuals to include all aspects/areas of their lives, such as any desired changes to their home, such as home maintenance and decoration, choice of furniture, garden design and maintenance, and so on. During the COVID Pandemic, lots of us have appreciated our gardens and outside space even more than normal. Individuals we support have been enjoying spending time in their gardens and planting some flower and vegetable seeds

We encourage Individuals to participate in all aspects of maintaining their home, in domestic tasks as well as choice of décor, furniture and equipment for their home

We continue to foster positive relationships with Landlords of houses where the People we Support are Tenants. Cartref Ni works in partnership with Landlords to maintain health and safety standards within houses.

Within last year's report we shared our delight at winning the Tender to provide support to an exciting new supported living development in Denbigh. The first people moved into their new homes at the beginning of this year, a staggered approach was taken when supporting Individuals to move into their new home. This has been a gradual process, which has needed to be handled sensitively, for many of the new tenants it is their first move away from the family home other Individuals moved into their new home in the Summer of this year. Within the setting there is a four-bedroom bungalow where the traditional model of support is delivered, above the bungalow is a set of flats where Individuals live more independently and have more 'outreach' support, support is offered with areas such as paying bills, managing finances, but not with other aspects of daily living such as personal care. Around the corner from the bungalow and flats is a house where Individuals will live again in a more independent setting with some active support, this will involve support with aspects of daily living such as learning to cook, manage finances, and so on. There is great emphasis on the use of digital support with video contact and communication screens, in each of the flats and the house, staff do not have to physically visit if not required but have regular contact with Individuals via other means. Staff have been recruited externally and from within Cartref Ni to provide support to the new tenants in each setting. In some respects, it is a new model of support. It has been lovely getting to know those who have already moved in and supporting them to start a new life in their new home. We are excited and look forward to meeting those who are yet to move and are working with them, our staff and external partners to ensure that future moves go smoothly. It is envisaged that everyone will have moved in by the Autumn of 2022.

Specific examples to evidence this from our Satisfaction Questionnaires.

From People we Support –

	Always	Sometimes	Never
Does the inside of your home look how you want it to?	89%	9%	3%
Do you have enough support for your garden to look how you want it to?	56%	9%	3%
Do you like living in your home?	91%	9%	0%
Are you encouraged to be as involved as possible in keeping your home clean & tidy?	85%	6%	9%
Do you get a say in what your home looks like? In how it is decorated and what furniture you have?	88%	9%	3%
Do you always know who is coming to support you?	70%	27%	3%
Do they always turn up when they should?	85%	12%	3%

What areas do we need to improve or want to develop further?

- To continue to support Individuals to make the most out of their garden space for leisure activity and relaxation.
- Continue to support Individuals to maintain their homes the way in which they would like.
- To continue to support Individuals through periods of great transition in their lives.

What specific action is needed to continually improve?

- To carry on supporting Individuals and staff members to appreciate and make more use of their garden space, to continue holding the annual Summer Garden competition, this is enjoyed by all.
- To further explore, share and discuss with Individuals and staff 'People we support' responses in respect of 'their home' and look at areas where they have expressed a need or wish for change, i.e., to décor and furnishings.
- To continue to offer tailored and individual support to the those moving into the new development in Denbigh and their families.

CONCLUSION.

Whilst we have still faced some challenges in relation to the COVID-19 Pandemic within the last 12 months and we recognise that the Pandemic has not disappeared. With us still seeing spikes in cases and occasional cluster cases within houses we support in. We continue to follow and adhere to the recommended guidance from Welsh Government. However, we all have welcomed the lifting of many of the restrictions and the freedoms that this has brought. As an organisation we have approached the lifting of restrictions cautiously to ensure that we are protecting the people we support and the staff members.

Our office based staff are now beginning to return to the office, this is being done in a somewhat staggered basis, on a flexi basis, some basing themselves there for their full week and others hybrid working (2 days in the office and 3 working from home) We are still completing most training and team meetings, managers meetings over 'ZOOM' and Microsoft teams, we are hoping that we are soon able to have some if not all of these in person, face to face.

Cartref Ni over the last 12 months has continued to be involved in the person-centred support programme ForMi (previously H2T) We look forward to exploring new practices and further improving the support we offer.

We have continued to work with the digital Care Management programme 'Care Control' over the last 12 months, this has been further embedded into our daily working practice, with staff becoming more familiar, comfortable, and confident with using the different functions of the system. With a large number of the houses, we support in also using the EMAR (Electronic Medication Administration Record sheet) to support them when administering and recording medication tasks. We have also moved away from the practice of staff completing paper timesheets, to them submitting this electronically via the payroll facility of the system. All the changes with the 'Care Control' system have been a significant move away from our original practice and staff are to be commended for rising to the challenge of the changes. We continue to look at more facets of the system to ascertain how they can support us in our practice.

As we move into the next twelve months' we are excited about the opportunities and challenges that it may bring, whilst planning for life after COVID-19.

APPENDIX

Responses from People We Support 2021 - 2022

People We Support responses.	Always	Sometimes	Never.
Does the inside of your home look how you want it to?	89%	9%	3%
Do you have enough support for your garden to look how you want it to?	56%	44%	0%
Do you like living in your home?	91%	9%	0%
Are you encouraged to be as involved as possible in keeping your home clean & tidy	85%	6%	9%
Are you involved in choosing what to eat and drink?	79%	9%	12%
Do you feel safe in your home? During the Covid Pandemic have you been shown how to wash your hands and wear a face mask?	88%	6%	6%
Do you get a say in what your home looks like? In how it is decorated and what furniture you have.	88%	9%	3%
During the lockdown have staff supported you to maintain contact with family and friends, via facetime, Facebook, Zoom or other ways?	79%	13%	9%
During the lockdown have staff supported you to take part in activities on-line e.g., attend clubs, see friends	63%	37%	0%
If you have new staff supporting you, are you involved in choosing them?	75%	13%	13%

Is the support and help staff give you good?	80%	17%	3%
Do you like the way staff treat you?	94%	6%	0%
Do staff help you to maintain your physical and mental wellbeing (Health, Active, Supportive)	97%	3%	0%
Do staff treat you like an equal?	91%	9%	0%
Do you always know who is coming to support you?	70%	27%	3%
Do they always turn up when they should?	85%	12%	3%
Do you feel that your staff help you to achieve your wishes?	91%	6%	3%
Do you get a chance to give your views to the manager when they visit?	77%	13%	10%
If you have contacted the office with an issue, do you feel listened to?	78%	17%	4%
Do you know what to do if you are not happy with your support?	74%	19%	6%

Responses from Family 2021 - 2022

Family responses	Excellent	Good	Average	Below Average	Poor
Enabling people to make choices about their life.	45%	45%	9%	0%	0%
Enabling people to feel respected.	54%	38%	0%	8%	0%
During the Pandemic have people been supported to maintain contact with family and friends in different ways i.e., via zoom, facetime, Facebook etc.	58%	25%	17%	0%	0%
Enabling people to find ways of being involved within their local communities during the Pandemic e.g., on-line groups and activities.	45%	18%	27%	9%	0%
Enabling people to make themselves heard. E.g., likes, dislikes, opinions and wishes.	36%	45%	9%	9%	0%
Supporting people to feel safe. In your experience during the Pandemic have you witnessed staff and where appropriate people being supported to comply with the restrictions in place. i.e., wearing of appropriate Personal Protective clothing, including wearing a face mask, appropriate hand washing or use of hand sanitiser and social distancing.	83%	8%	0%	8%	0%
Enabling people to feel well and know how to stay healthy.	58%	25%	17%	0%	0%
How effective do you feel our staff are?	67%	25%	0%	8%	0%
Do you feel staff have sufficient knowledge and skills to fulfil their role.	62%	31%	0%	8%	0%
In your experience do you always find staff to be courteous and welcoming when you speak/see them?	77%	15%	0%	8%	0%

How effective do you feel our managers are?	62%	23%	8%	8%	0%
If you have had occasion to raise a concern/complaint has this been managed appropriately.	78%	11%	0%	11%	0%
In your experience generally and during the Pandemic how is communication between yourselves and Cartref Ni? Are you informed of updates and changes as you would wish to be?	50%	42%	8%	0%	0%

Responses from Staff Survey 2021 - 2022

Staff Member Responses	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
I understand what Cartref Ni's values and vision are.	68%	31%	1%	0%	0%
I Understand what Cartref Ni are trying to achieve.	66%	30%	4%	0%	0%
I can see how my job contributes to the main purpose of the Organisation.	64%	34%	1%	0%	0%
I have the opportunity to contribute my views and ideas about the Organisation.	49%	40%	7%	1%	3%
I understand the roles and responsibilities of other departments (e.g., Admin, Trustee's)	28%	51%	14%	7%	0%
I feel I am kept informed and updated on Cartref Ni business at the right time and level.	33%	46%	19%	1%	0%
If I have ever had reason to contact the office, my query has been acted upon satisfactorily	46%	41%	10%	3%	0%
I feel motivated in the job I do	52%	33%	12%	3%	0%
Objectives / goals for the next year are set during my appraisal and the previous year's objectives are reviewed.	40%	44%	10%	4%	1%
I am clear about what I am expected to achieve in my job.	48%	51%	1%	0%	0%
I can get my work done in my contracted hours.	16%	72%	4%	4%	3%
I am satisfied with the training I receive in order to carry out my current role.	43%	46%	3%	6%	1%
I feel there are opportunities to develop in my career if I desire it.	28%	44%	21%	7%	0%
My Manager treats me with respect.	57%	38%	3%	1%	1%
I able to contact my Manager when needed and if not available immediately they will call me back.	60%	32%	4%	3%	0%
My Manager gives me recognition for work well done.	47%	23%	7%	-	1%

My Manager gives me feedback on my performance.	41%	26%	4%	-	2%
My Manager gives me help and support to meet my objectives.	53%	35%	9%	3%	0%
My Manager keeps me informed about things I should know.	51%	34%	10%	3%	1%
Overall I feel my team is well managed.	44%	35%	13%	4%	3%
I enjoy working for Cartref Ni.	57%	34%	7%	1%	0%
I can see myself working with Cartref Ni in a years' time.	56%	31%	7%	6%	0%
Overall I am satisfied with the internal communication within Cartref Ni.	46%	40%	12%	1%	1%
At work my opinion seems to count	37%	41%	15%	4%	3%
I have felt supported and included by Cartref Ni when communicating by alternative means during the COVID-19 Pandemic? i.e., via ZOOM and Microsoft Teams	35%	53%	7%	4%	0%
I have felt supported to stay safe and keep others safe during the COVID Pandemic.	38%	46%	9%	6%	1%
I have felt valued and appreciated by Cartref Ni and my Manager during the COVID Pandemic.	37%	40%	21%	1%	1%