Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cartref Ni Supported Living Service

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www.cartrefni.com

Date(s) of inspection visit(s):

20/06/2025, 30/06/2025

Service Information:

Operated by:	Cartref Ni Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Cartref Ni provide a supported living service within people's own homes across North Wales and has been supporting people with learning disabilities since 1991. It is a registered charity governed by a board of trustees and the responsible individual (RI) is employed full time within the service.

The service provider is committed to delivering a high-quality service to people to make a positive difference to their lives and support them to achieve excellent well-being outcomes. People are placed at the heart of the service, and this is clear throughout all the documentation they produce. People's views and wishes are prioritised, and their voices listened to in continuing to shape and develop the service.

Support staff are highly skilled and trained. They are enthusiastic about providing person-centred support which promotes people's independence and supports positive risk taking. They are supported by an open culture of management and have access to the head of operations manager and RI if they have any worries or concerns. The service provider values support staff which contributes to a low staff turnover and providing a consistent, strong staffing team for the people they support.

Findings:

Well-being — Excellent

People are supported to have as much control as possible over their day-to-day lives. They are actively involved in decisions that affect them, ensuring their voices are respected and heard. People lead full and busy lives, enjoying a range of activities from paid and voluntary work to social activities in the local community. People are supported to enjoy holidays, including trips in the UK and abroad. People are extensively supported to live well and achieve self-directed outcomes. They are supported to learn new skills and try new activities, which are personalised to individual interests. When there is a financial barrier to achieving outcomes, there is a fund which people can apply to for support. We saw examples of the positive impact this has had on people. Support staff support people to engage in a range of activities and social events across the service. The service holds social events four times a year, which are well planned with consideration for accessibility and individual needs, meaning that everyone is included and can have a positive experience. Management encourage and support positive risk taking and have organised a paddle boarding event at people's request. This was very popular and has become an annual event.

People are involved in the production of information for themselves and their peers where possible. People have been involved in the review of their personal plan document. This is now entitled "all about me" at people's request and contains highly personalised information about each individual. This is a document which people own and feel proud of. During inspection people were pleased to show us their "all about me" documents, and we were able to look at photos of activities they had enjoyed and discuss their goals and outcomes. These are working documents, with new goals added as they are expressed by people. We were able to communicate with people who are non-verbal using this document about their likes/dislikes and achievements.

There are frequent opportunities for people to connect with family, friends and contribute to local communities. People are supported and encouraged to form friendships, with people they live with, within the wider service and the local community. People are supported to access advice and support to enable them to enjoy safe and happy relationships. Family and friends are invited to events and celebrations at individual's own homes, forming connections with each other. People and relatives have good relationships with support staff and managers and are confident to raise any worries or concerns knowing these will be addressed appropriately. Relatives told us support staff have formed good relationships with the people they support. They told us "*They treat them like family*," and "*I wouldn't have X anywhere else*." Some support workers can speak Welsh and speak in Welsh with people and families when requested.

Care & Support — Excellent

People receive exceptional care and support due to their significant involvement in the planning process. Support staff engage meaningfully with people, relatives, and other professionals, resulting in personal plans which are highly person centred. Personal plans clearly detail people's personal interests, backgrounds, likes, and dislikes. They are clear about how to support people if they are agitated or distressed. We saw positive behaviour support plans implemented by support staff during our visits, ensuring support is delivered in a dignified and respectful way. Communication plans are highly detailed, enabling support staff to communicate effectively with people through a range of methods, including Makaton, and to understand people's non-verbal communication. People are supported to be as independent as possible, by recognising their strengths and supporting them to learn new skills. Several support staff provided feedback indicating how people are prioritised by the service. Comments included "*Cartref Ni put the people we support at the forefront ,giving them opportunities to grow as individuals, support them with family relationships, support them to explore new opportunities and to feel included and respected with all aspects of their lives and also make it fun*."

The service provider has strong established links with local health and social care providers and works closely with these agencies to support people to achieve excellent outcomes. A healthcare professional we spoke with described the excellent support an individual had received in their transition to their new home, which helped them to get to know support staff and ease any anxiety about their move. Support staff ensure any health monitoring checks, such as food and fluid charts, and weights are completed as required and appropriate referrals are made if they have any concerns.

People are kept safe by an exceptionally strong approach to safeguarding. When issues or concerns are identified these are thoroughly investigated and dealt with in an open and honest manner. Support staff consult with health and social care professionals about people's safety and well-being and work collaboratively with them to ensure people are safe and any risks are managed. Personal plans contain detailed risk assessments where needed and we saw these are updated when there is a change in people's circumstances. Medication administration records (MARs) are thoroughly completed and contain all the required information to ensure the safe administration of medication. There are clear processes for supporting people to manage their personal money. We found personal plans contain clear detail about what support they require and how any transactions should be recorded. Managers have access to clear and detailed systems to record, monitor, report and analyse any accidents, incidents or safeguarding concerns. This enables leaders to identify any patterns or trends and take action to keep people safe from harm.

Leadership & Management — Excellent

People have high levels of confidence in the service provider as the leaders in the service ensure there is a strong, positive culture. The RI and head of operations manager are visible role models and lead the service through change, and continuous improvement. As a result, the service has achieved a high-level award for their support and investment in staff. All support staff can attend an annual staff conference in which the focus is a celebration of people and staff's achievements. People's well-being outcomes are celebrated in a way which acknowledges the hard work and commitment of the staff supporting them. Long serving staff members can gain awards in recognition of their service. All staff have access to a range of benefits to promote their well-being including access and signposting to free services which can provide counselling, debt management and physical health support, such as physiotherapy services. They can also access schemes to assist them to purchase bikes and IT equipment.

The service has strong working relationships within the sector and shares best practice to ensure high quality support for people. The learning and development manager is involved in a range of working groups, to develop and improve training and development for care and support staff, both within the service and across the sector. These relationships mean the service has been able to access essential skills training for their staff, which has also been opened up to the local community. The RI has regular contact with people and support staff and considers their views on how the service is running. They complete a six-monthly quality of care report which considers what is working well and "what next?" striving for continuous improvement of the service.

People are supported by high numbers of extremely skilled and knowledgeable staff. New support staff are subject to a thorough recruitment process, ensuring all the required checks are completed. People participate in the second stage interviews of new staff and their views are considered as part of the recruitment process. Support staff receive a thorough induction and gave us positive feedback on the quality of this. The Welsh language has been incorporated into induction training, and support staff have access to Welsh language classes. Support staff receive regular supervision and an annual appraisal and are up-to-date with their core training. They are also required to complete any specialist training which is relevant to the people they support. Support staff are encouraged to progress through the levels of their qualification. We received a high number of feedback questionnaires from staff and found the majority of these were very positive. Some comments included, "*Great company to work for, they will always listen to staff and try to assist and solve any issues, very fair and non-judgemental*.", and "*There is an open culture, staff will share any concerns and will always aim to improve the service that we provide."*

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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