

Cartref Ni Ltd

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

[Provider: Cartref Ni Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Cartref Ni Supported Living Service](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: Cartref Ni Ltd

Provider summary

| | |
|--|--|
| The provider was registered on: | 19/10/2018 |
| The following lists the provider conditions: | There are no conditions associated to the provider |

Training and workforce planning arrangements

| | |
|---|---|
| Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider. | After our appraisal window (April - October) had closed questions were analysed and a Training Needs Analysis was undertaken. A meeting took place between CEO, Head of Operations and Learning & Development Manager to discuss outcomes and finalise the training plan for the new financial year with education prioritised according to developmental, organisational and Local Authority / BCUHB needs and priorities. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | To recruit we use web sites, social media and word of mouth. Prospective staff interviewed by two managers and involve the people they would be supporting. New starters have induction, supervision monthly for first 6 months. All staff have training, development with progression opportunities. Staff benefit schemes, long service awards are in place. We prepared to host Level 2 and 3 students from Coleg Cambria. Part of our commitment to strengthening and expanding our recruitment pipeline. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|-------------------------------------|-----------------------------|--------------|
| Cartref Ni Supported Living Service | Domiciliary Support Service | None |

Service: Cartref Ni Supported Living Service

Service summary

| | |
|--|--|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 19/10/2018 |
| Maximum number of places | 0 |
| Partnership Area | North Wales |
| Service Conditions | <ul style="list-style-type: none">• Cartref Ni Ltd is registered to provide a domiciliary support service in North Wales regional partnership area• The responsible individual for this service is Neil Ryder |
| How many people in total did the service provide care and support to during the last financial year? | 70 |

Service management

| | |
|---------------------------|--------------|
| Responsible Individual(s) | Neil Ryder |
| Manager(s) | Tracy Jarman |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 01745584527 |
| Service Contact Email Address | admin@cartrefni.com |

Languages used at the service

| | |
|--|---|
| What is the main language through which the service is provided? | English |
| Other languages used in the provision of the service | <ul style="list-style-type: none">• Welsh |
| Non-verbal communication methods used at the service | There are no non verbal communication methods used at the service |

Engagement with people using the service

| |
|---|
| <p>Quality satisfaction questionnaires were sent to the people we support, as well as to family members, both in visual and word format. Visits carried out throughout the year to meet individuals supported made by the Trustee's, RI, Head of Operations, and the Quality Assurance Manager, primarily to spend time with the people we support and glean their thoughts and opinions about us, how they feel about their lived experiences and support. People we support were involved in their staff recruitment via second stage interview process. We wouldn't appoint anyone if the Individuals aren't happy to do so. Service Managers visit people we support at least weekly, where they spend time chatting about their life and the support they receive. House meetings are also held generally chaired by the Service Manager. Where Individuals live on their own, the Service Manager will have 1-1 discussions with them, these are generally held each quarter. We held several events inviting all those we support.</p> |
|---|

Compliance and quality statement

| |
|---|
| <p>Inspected - Delivering Quality Care</p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p> |
|---|

Fees charged by the service

| | |
|---|--------|
| The minimum hourly rate payable during the last financial year? | £22.21 |
| The maximum hourly rate payable during the last financial year? | £26.67 |

Complaints processed by the service

| | |
|---|---|
| Total number of formal complaints made during the last financial year | 2 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 2 |

Staff working at the service

Staff summary

| | |
|--|-----|
| The total number of full time equivalent posts at the service (as at 31 March) | 124 |
|--|-----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|----------------|----------------------|-----------------|
| Manager | 9 | 0 |
| Deputy Manager | 6 | 0 |
| Care Worker | 135 | 11 |

Training undertaken

Induction and Health & Safety

| Role type | Induction | Health & Safety |
|----------------|--------------------------|--------------------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | Working towards all staff completing |

Equality, Diversity & Human Rights and Infection, prevention & control

| Role type | Equality, Diversity & Human Rights | Infection, prevention & control |
|----------------|--------------------------------------|--------------------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | Working towards all staff completing |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|----------------|--------------------------------------|--------------------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

Medicine Management and Dementia

| Role type | Medicine Management | Dementia |
|----------------|--------------------------------------|----------------------------------|
| Manager | All staff have completed | Not relevant to this staff group |
| Deputy Manager | All staff have completed | Not relevant to this staff group |
| Care Worker | Working towards all staff completing | Not relevant to this staff group |

Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management | Food Hygiene |
|----------------|--------------------------------------|--------------------------------------|
| Manager | Working towards all staff completing | All staff have completed |
| Deputy Manager | Working towards all staff completing | All staff have completed |
| Care Worker | Working towards all staff completing | Working towards all staff completing |

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|----------------|------------------------|------------------------------------|-------------------|
| Manager | 9 | 0 | 0 |
| Deputy Manager | 5 | 1 | 0 |
| Care Worker | 135 | 0 | 0 |

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|----------------|--------------------------|--|
| Manager | 0 | 0 |
| Deputy Manager | 0 | 0 |
| Care Worker | 0 | 0 |

Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|----------------|------------------------|------------------------|
| Manager | 8 | 1 |
| Deputy Manager | 4 | 2 |
| Care Worker | 35 | 100 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|----------------|-----------------------------|---|
| Manager | 9 | 0 |
| Deputy Manager | 5 | 0 |
| Care Worker | 103 | 0 |

Working towards required qualification - apprenticeship & Qualification not required for role

| Role type | Working towards required qualification - apprenticeship | Qualification not required for role |
|----------------|---|-------------------------------------|
| Manager | 0 | 0 |
| Deputy Manager | 1 | 1 |
| Care Worker | 32 | 32 |

Typical shift patterns

| Role type | Typical shift patterns |
|-------------|--|
| Care Worker | Not possible to state a typical shift pattern as it varies so much. Average number of staff working in each shift is 2, but again this varies so much. |