

Cartref Ni

Turning care plans into personal stories

Background

A domiciliary support service in Denbighshire has transformed how it supports people by turning traditional service plans into empowering personal stories. Cartref Ni, a registered charity founded in 1991, supports adults with learning disabilities to live independently in their own homes.

What are they doing differently?

Cartref Ni found that standard service delivery plans often went unused and didn't capture what truly mattered to the people they support. They redesigned their approach to personal care plans by:

- involving individuals and staff in choosing the format, layout, design, and content of their personal plans
- replacing formal documents with 'All About Me' stories that celebrate achievements with photos and personal experiences
- creating plans that spark conversation and support communication, especially for people who have difficulty expressing themselves verbally

The team replaced professional jargon with clear, friendly language that helps individuals take ownership of their stories. Instead of being stored away, these plans are now displayed around the home - as living documents, tools for planning and reminders of personal pride.

Impact ...

- People feel greater ownership and control over their support
- Improved communication between individuals, families, and staff
- Increased confidence and self-esteem through celebrating achievements
- Clearer goals and easier progress tracking
- Stronger relationships through meaningful conversations

“ As well as being a great tool for sharing what we need to know about the people we support, the 'All About Me' plans are a good topic of conversation when we visit - especially with people we might not know so well. ”