



Inspection Report on

Cartrefi Cymru Co-operative West Wales

**18 Water Street
Carmarthen
SA31 1RG**

Date Inspection Completed

23 August 2021, 24 August 2021 & 6 September 2021

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About Cartrefi Cymru Co-operative West Wales

Type of care provided	Domiciliary Support Service
Registered Provider	Cartrefi Cymru Co-operative Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the service's first inspection since it registered in May 2019 under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Cartrefi Cymru Co-operative West Wales is a charitable company run by a number of trustees and members that include people who use the service. The service provides domiciliary care to people living throughout West Wales. The service supports people living within their own homes in the community and within supported living accommodation.

Managers and staff strive to deliver a person-centred, flexible service that makes a positive difference to people's lives. We found that people receive a service that helps develop their skills and independence. People are encouraged to lead a healthy lifestyle and achieve their personal goals. The service recognises and respects what is important to people.

Staff are suitably recruited and trained. Care workers know how best to support people and are content in their roles. Managers are approachable and supportive. The responsible individual (RI) oversees the running of the service to make sure it meets people's needs and expectations. People have influence over how the service is provided.

Well-being

The service promotes people's rights and encourages them to have choice and control over their everyday lives. People told us they are happy with the care and support they receive. Care workers recognise people as individuals. We saw care workers supporting people to make decisions for themselves. People's individual needs and wishes are reflected within their personal plans. People are given opportunities to socialise with others and keep in touch with family and friends. Care workers understand the importance of getting to know people as individuals. They encourage people to express themselves and know what communication methods to use to help people understand the information they are given.

People receive the physical and emotional support they need to keep healthy. The service completes a range of risk assessments and personal plans that identify people's particular care and support needs and how these should be met. People are supported to access medical and specialist services, if needed, to promote their health and well-being. Care workers recognise when people need emotional support and provide this with kindness and compassion. People are encouraged to achieve individual goals that help develop their skills and independence and improve their health. For example, people are supported to explore work opportunities, carry out household tasks, take part in hobbies, maintain a suitable diet and exercise regularly. People receive appropriate support with their medication. Care workers receive the training they need to support people safely. The service has measures in place to reduce COVID-19 and other infection risks.

The service helps to protect people from abuse and neglect. Staff complete training in relation to safeguarding adults at risk and understand their role in protecting people. The service has a safeguarding policy that was last updated in March 2021 and reflects Wales Safeguarding Procedures. The service keeps clear records with regards to handling people's finances. Records confirm that staff are vetted by the Disclosure and Barring Service (DBS). People are encouraged to speak out about their experiences and any complaints are recorded and dealt with appropriately. People have positive interactions with care workers. The RI and management team monitor the service to make sure it is provided to the best possible standard.

Care and Support

People receive a service that focuses on their individual needs and wishes. The service completes personal profiles that identify what really matters to people. This is reflected in personal plans that outline how care workers should support people. We saw that people's involvement in developing and reviewing their plans is not always clear, which managers assured us will be captured in future. People did confirm that care workers "*sit down and talk to me about what help I need*". Care workers know about people's backgrounds and understand their care and support needs. A care worker told us that spending time getting to know people's particular routines has proved very valuable. Records show that people are able to develop their skills and achieve individual goals, such as exercising, eating healthily, finding work opportunities, visiting new places, carrying out household tasks and managing their finances. We saw that clear records are kept of financial transactions, which are audited regularly.

The service promotes people's health and well-being. We found that people's healthcare needs are identified within their personal plans, along with any input people receive from medical and specialist services. The service carries out risk assessments to make sure people are supported in a safe way. One person told us they regularly exercise, which has had a positive impact on their health. We saw that medicines are safely stored within the supported living environment. Records show that people receive their prescribed medication at the right time. Relatives told us they have confidence in the care and support people receive. We saw evidence that legal restrictions are considered for people who may, in their best interests, be deprived of their liberty. However, the current arrangements are not reflected within people's personal plans, which managers agreed to address.

People have positive relationships with others. We found that care workers support people to maintain important relationships, as outlined within their personal plans. People also have opportunities to socialise during 'walking groups', picnics and group activities, such as online bingo. People told us they usually get on well with care workers and those they live with. Care workers treat people respectfully and offer them comfort and guidance when needed. We saw care workers communicating with people according to their particular needs and wishes. People's preferred language is identified within their personal plans. We saw visual aids being used to remind people about upcoming events.

The service maintains good standards of hygiene and infection control. We saw that measures are in place within the administrative office to reduce COVID-19 risks. People living in shared accommodation are encouraged to keep their home clean. One person said, "*We clean every day and have plans in place to share this. We also look after the garden.*" We saw that hand sanitiser and personal protective equipment (PPE) are available within these settings. Staff keep a record of any visitors, who are required to confirm a negative lateral flow test result upon arrival. The service has infection control guidance that was last updated in March 2021. Records confirm that care workers receive training in

relation to COVID-19 and they told us they receive regular updates on government guidelines.

Leadership and Management

The views of people using the service are actively sought and valued. As members and trustees of the company, people are able to contribute to key decisions relating to the service. The RI gathers feedback about people's experiences during formal visits. The report from the latest quality of care review shows that the service intends to trial new ways of gathering feedback from people. The frequency of quality of care reviews has lapsed during COVID-19, although we are satisfied that the provider has plans to complete these at six-monthly intervals, as is required. The service makes sure people know how to report any concerns they may have. We saw that this information is given in an appropriate format and kept within people's care records for future reference. Records show that complaints are dealt with appropriately, in line with the service's complaints policy. The policy is up-to-date, but would benefit from including contact details for agencies that might be involved in the complaints process.

People are cared for by staff who have been appropriately recruited and trained. Records confirm that the required pre-employment checks are carried out before new staff are appointed. The service is reviewing staff records to make sure their employment history is fully documented and a copy of their birth certificate and passport are retained, if available. The service supports people with learning disabilities, although we found that staff do not complete specific training relating to this. The RI assured us that all training courses focus on supporting people with learning disabilities and agreed to explore what specific training courses are available that might enhance staff's knowledge on this. Care workers told us they are given opportunities to learn and develop in their roles. Records confirm that staff complete a good range of training overall. We noted that the training being provided by the service is not consistent with what is outlined in its statement of purpose, which will be updated. The statement of purpose is a document that sets out the vision for the service and explains how it intends to provide the best possible outcomes for the people it supports.

Staff are motivated and supported in their roles. We found that managers at all levels lead by example; they are approachable, supportive and committed to instilling the company's values: *'Our ethos is to do with not to do for people and we aim to support people to develop their skills to achieve their potential'*. Care workers described *"a collective approach"* to caring for people and a company that *"wants the best for the individuals"*. Other comments from staff include:

- *"I have never had a job that I have enjoyed so much! Support is great, colleagues are really supportive. I am consolidating my learning and am kept busy, which I like."*
- *"I thoroughly enjoy my job... very fulfilling... We all do our part to enrich and improve the lives of the people we support, and I am glad I am a part of that."*

We found that staff are generally satisfied with their rotas, although we noted that sufficient travel time is not always factored in. This could impact on the timeliness of calls and on staff's breaks. The manager is therefore reviewing rotas to make sure enough travel time is

allocated. We found staffing levels within supported living accommodation to be appropriate for meeting people's needs. Records show that staff receive regular supervision that allows them to reflect on their performance and discuss people's progress towards completing their goals. Managers make sure they pass on any compliments received about individual staff and send them letters of thanks for their hard work.

Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we found that the service carries out assessments that consider how any risks within an individual's environment can be reduced, so that care can be provided safely.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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15 November 2021