

How Cadoc House turns community partnerships into everyday practice

Cadoc House has developed a sustained and structured approach to partnership working with external agencies.

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Background

Cadoc House was React Support Services' first residential care service in Cardiff. It provides accommodation-based support for 18 adults, with a focus on promoting independence, well-being and community inclusion. The service benefits from a purpose-built cabin on site, used for activities, training and visits from external agencies. Cadoc is led by a Responsible Individual: Haydn Osborne and Registered Manager Ceri Ann Welch. The service supports adults with a range of needs and varying levels of confidence and has developed a structured approach to building community connections that enhances outcomes for the people it supports.

The Practice

Cadoc House has developed a sustained and structured approach to partnership working with external agencies, embedding community engagement into everyday service delivery rather than treating it as an occasional add-on. This approach operates across several interconnected strands, each designed to bring meaningful opportunities into the lives of the people Cadoc supports.

At the heart of this is React's annual 'Feel Good Fiesta', a week-long event held on site that brings together workshops, creative sessions, volunteering activities and visits from external organisations. The event provides a structured but accessible opportunity for individuals to try new activities, explore interests and engage with their wider community in a supported environment. The purpose-built cabin at Cadoc is central to making this kind of engagement possible, offering a dedicated, welcoming space for external visitors and group activities throughout the year.

Beyond the annual event, Cadoc has established ongoing relationships with several community organisations. Community Connectors, a volunteer group, who visit regularly to work with individuals on skills linked to employment and community participation. Individuals also engage with local charities taking part in volunteering and fundraising activities that connect them to their communities in a purposeful way.

Cardiff Council's Recycling Campaign Coordinator has visited the service to deliver sessions on environmental responsibility, while Police officers and PCSOs visit to build positive, informal relationships with individuals, helping to reduce anxiety and improve understanding of community services.

To support smooth transitions into the service, Community Care Teams hold Information Sharing Sessions with staff prior to a new admission. These sessions ensure staff understand an individual's needs, preferences and support strategies before they arrive, enabling more consistent and person-centred care from day one.

Social Care Wales has also delivered a workshop for staff, covering registration requirements and professional expectations. This reflects the service's commitment to developing its workforce alongside its broader community programme, recognising that both are essential to delivering high-quality support.

Building these partnerships has required sustained effort. The service has invested time in developing relationships with each organisation, maintaining regular communication and coordinating visits to ensure they remain relevant and beneficial. Engaging individuals with different needs and confidence levels has also required flexible, adaptive support to ensure the opportunities are genuinely accessible to everyone.



Impact

The structured approach to partnership working has produced a range of observable improvements for the people Cadoc supports. Individuals have developed stronger social networks and a greater sense of connection to their communities, particularly through participation in the Feel-Good Fiesta and ongoing engagement with local charities. Staff and leaders at the service report improved emotional well-being, increased confidence and greater self-esteem among individuals who have taken part in community-based activities.



Quote

"Working collaboratively with external agencies has enabled us to deliver excellence in all areas of our service, and achieve the best possible outcomes for the Individuals we support."



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