

TrACE CASE STUDY: Caredig

Caredig is a nonprofit registered social landlord (RSL) based in Swansea, established in 1975 to meet the housing needs of families, older and more vulnerable people. They manage over 2,900 high-quality, affordable homes and provide a range of services to people and communities across Swansea, Carmarthenshire, Neath and Port Talbot, Ceredigion and Pembrokeshire.

Their mission, vision and values are to put people and relationships at the heart of everything they do, creating homes where people can feel safe and secure, whilst building thriving communities where people can flourish. They aim to create strong, vibrant and resilient communities where people can live active, fulfilling, lives - living independently and safely.

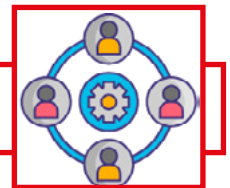
Changes made in line with the TrACE Toolkit

Governance, leadership and organisation culture



In the 360 Support, Planning, Procedure and Guidance document (Aug 2023) Caredig explain how they aim to provide a psychologically, trauma and ACE-informed service by developing strong relationships with the people that use their services. There is an emphasis on quality conversations which are sensitive to trauma and non-judgemental. Simply put, they are looking to get to a place that *'enables people providing and receiving services to share power and responsibility, and to work together in equal, reciprocal and caring relationships'*.

Workforce training and support



Caredig have provided 64 new staff with TrACE related training via their induction, which is online and involves a discussion with their line manager. They have also provided ACE/trauma training to a further 73 staff, mainly from the care and support team but also wider teams from across the organisation.

In addition to formal training, Caredig have created an area on their Intranet which has information and guidance documents to support and develop staff understanding and to support the people that use their services. These include:

- **Node Link Maps** which are clear guides to walk through supporting people who are having various challenges, developing strategies or setting goals amongst others. They guide the conversation with a service user and really help to structure the 1-2-1 session around a particular topic

- **In Depth Guides & Manuals** which can be used to support staff to work through various subject areas (such as mental health) with the people that use their services
- **Mind Guidance Booklets** on a range of mental health conditions
- **Motivational Interviewing guide**
- **A video** called 'The biology of stress and the science of hope' which gives insight into adverse childhood experiences (ACEs).
- In addition, a '**Happy Health Staff**' initiative has been embedded in organisational activities.

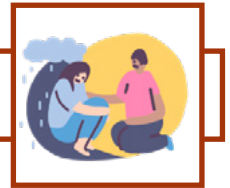
Physical environment



Caredig recognise the importance of physical spaces. In the 360 Support, Planning, Procedure and Guidance document (Aug 2023) it states that *'the physical environment and social spaces in our supported housing services need to inspire the health and well-being of the service users that live there alongside providing a sense of safety and control'*.

Interviews with Caredig staff suggest an awareness of decor and environment ensuring that people get space to have private conversations. Additionally, there has been a shift from shared housing to more self-contained units with communal areas.

Service design and delivery



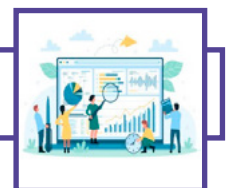
In the 360 Support, Planning, Procedure and Guidance document (Aug 2023), guidance about how to conduct conversations with tenants is outlined with reference to Social Care Wales. The 5 stages of a good conversation are given as:

- Open engaging questions
- Active listening
- Open exploratory questions
- Information exchange (if appropriate)
- Summary and actions – home in on main issues

Practical examples of questions that staff could ask are highlighted in the Appendix of the report and are designed to encourage behaviour that shifts staff from focusing on *'what's wrong with you?'* but rather explores *'what's happened to you?'*

In addition, in interviews with Caredig staff, one respondent stated that there is a growing awareness of the necessity of tools being made available to enable people to fix themselves and build their resilience.

Monitoring and evaluation



In the 360 Support, Planning, Procedure and Guidance document (Aug 2023), reference is made to 'feedback informed treatment' which means they can track and demonstrate real outcomes for people that are statistically viable. This data means Caredig can assess what is and is not working on an organisational level as well as a 1-2-1 level.

Evidence of Impact

Service User feedback

Caredig provided us with some recent qualitative feedback that had been collected from service users and which suggests their experience of the organisation is in line with a trauma and ACE-informed approach:

“No-one restricts what I can do, what I want, I can go on holidays, decide what food I want. No one stops me making decisions I want to make and I feel in control.”

“The best thing about living here is my room. I feel safe living here.”

“I feel safe and if not, staff help me.”

These sentiments were reiterated in the Ripple Effect Mapping (REM)¹ session, where staff members described a shift to more person-centred support, moving away from prescriptive service plans to person-led approaches which they felt was helping service users to feel heard and valued.

Staff feedback

We were provided some qualitative comments from staff about their experiences of working for Caredig, and we also collated data during the REM session in February 2025.

Feedback from staff suggests they feel supported by the organisation:

“I feel very safe in my role, there’s been lots going on here. Things have been busy. I feel really supported.”

“They’re there if I need them, but have the autonomy to make decisions. I feel part of the Organisation, the best bit is having the freedom to do what we need to do, the trust is there.”

“I get the right support. I can take positive risks and not be afraid to get it wrong. If there’s challenges I can have a rant and not be judged.”

These sentiments were reflected in the REM session, with the workplace culture being described as moving away from a fear-based, blame culture to one where staff are encouraged to try new approaches without fear of negative consequences.

¹ This was a session facilitated by the evaluation team with staff members who had been involved in implementing the TrACE Toolkit. The purpose of the session was to understand if and how changes had led to impacts.