



Inspection Report on

React Support Services Ltd Domiciliary Agency and Supported Living Service

**React Support Services
Insole House
Glamorgan Street
Cardiff
CF5 1QW**

Date Inspection Completed

22/01/2024

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About React Support Services Ltd Domiciliary Agency and Supported Living Service

Type of care provided	Domiciliary Support Service
Registered Provider	React Support Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	11/08/2021
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

A unique service where people receive excellent care and support in their own homes, whilst having the assurance that there is a member of staff available day and night. This service goes above and beyond to empower individuals to live a fulfilled life, identifying their own personal goals and aspirations. People live independently and receive targeted support by well-trained, knowledgeable care staff. Care staff are vetted prior to employment and are extremely passionate and competent in their roles. The Responsible Individual (RI) and manager maintain excellent oversight of the service through a range of robust systems and processes and gain regular feedback regarding the service. The service consistently identifies areas where they can make improvements to enhance the quality of the service.

Well-being

People have control over their day-to-day life. People are consistently involved in their own care and matters that affect them. Regular reviews, meetings and feedback ensure that their voices are heard. We saw evidence that changes are made following people's feedback. People are provided with important information about their care so they can make well-informed decisions. People consistently contribute to the decisions that affect their life. Care and support is tailored around people and their individual circumstances. Care staff know and understand people well and treat them with dignity and respect. People told us they get along well with their care staff and the management team. The service is passionate about upholding people's rights and consistently considers the least restrictive practice to aid independence.

People's physical, mental and emotional well-being is promoted. People have regular meetings with care staff and professionals regarding their care needs and wants. People set their own goals and aspirations and monitor these themselves. People have access to care staff day and night ensuring they receive the care and support they need as soon as possible.

People do the things that matter to them. People enjoy doing activities such as swimming and going to the gym. People are supported with developing skills that are important to them. People are very much involved in their community. People regularly access their community for education, work and leisure. Some people attend educational courses and contribute to volunteer work.

People are safe. People feel protected and safe in their home and with their care and support. Care staff are appropriately recruited, well trained and extremely knowledgeable in how to raise concerns. Care staff are passionate about what they do and the people they support. Management maintains excellent oversight of the service and are quick to respond to any concerns. People and care staff have lots of opportunities to share any issues or concerns on a regular basis. People's risks are recorded and managers have good oversight of accidents and incidents. Complaints are well recorded and managed appropriately.

Care and Support

The service is designed with the individual at the centre. We found extremely detailed initial assessments in place to ensure that the service can meet the person's needs. A range of professionals are involved in this process to ensure all well-being measures can be considered. People have their own tenancy agreements in place and decide who provides their care and how they want their care to be delivered. Personal plans are created with the person and a range of professionals, these identify what care and support is required, risk assessments and personal outcomes. Documents are regularly reviewed and the individual has the opportunity to track and score their own progress in their achievements. One relative praised the service for how their loved one has progressed.

People told us how they enjoy going swimming, to the gym, on holiday and developing their skills, such as reading and writing. Some people volunteer in the local community, some attend educational courses, university and a range of social activities. People can be assured that any health or well-being concerns are responded to in a timely manner. Individual staffed hubs are linked to each individual's property allowing for a fast response twenty four hours a day. One relative said the "*care is amazing.*"

People are supported to develop skills to enable their independence. People have been encouraged to use public transport, manage their own medication and go on trips independently. The service has designed a system to enable people to take control of their personal matters using a phased approach. Many people have now developed the skills to self-medicate this means people are not reliant on their support and can leave their home when they choose. People have developed knowledge on their own medication, when to take it and what it's for, this has empowered people. Care staff and management ensure regular checks are completed on medication. One person said their experience with this service has been "*life changing.*" People told us how they are constantly involved in their care and have control over it. We saw a 'Welsh Wall' where people can interact with Welsh focused activities. These include Welsh phrases, words and games such as identifying Welsh landmarks. If requested people can access information in Welsh.

Leadership and Management

A detailed Statement of Purpose and a 'service user guide' provides valuable information on what the service does, service fees and terms and conditions. The service benefits from having an extremely knowledgeable and experienced manager in place. The manager and RI maintain consistent oversight of the service to ensure they continue to provide high quality care and support. We found a range of systems and processes which enable effective oversight. Audits use a 'layered approach' to ensure oversight, from care staff, deputies, managers, the RI and professionals. Records are detailed and analysed to inform the service on how changes can be implemented to enable improvements and enhance people's experience.

The service work closely with a range of professionals in-house and externally, including the local police. People praised the involvement of professionals and how this has supported them to develop coping mechanisms to aid them during times of anxiousness or distress. These professional relationships have supported the sharing of information, develop training and provide valuable well-being and health and safety information for people using the service. A proactive approach is constantly taken by everyone at the service. Care staff go above and beyond to support people. Specific individual measures are implemented. One care staff member has sought specific activities for one person to enable them to develop friendships in the community.

Care staff are appropriately recruited, well trained and well supported. Training is tailored to meet individuals needs and the skill required. Care staff are encouraged to progress within the service and additional support and training has been provided to aid this. Care staff have excellent knowledge in reporting concerns whether to the manager or directly to the local safeguarding team. Care staff told us they feel valued. Care staff made comments such as "they're *amazing*," "*very supportive*," and "*couldn't be more grateful*."

Care staff support people with complex needs and who sometimes require support when in distress or in crisis. Reflective meetings enable staff to discuss their experiences, share good practice and take time to reflect. Care staff are asked to feedback to help the service identify areas of improvement. People are consistently involved in regular reviews, have the opportunity to provide feedback in surveys and directly feedback to staff, management and the RI. We found feedback is always listened to and improvements made. One person told us if they have any issues the manager is quick to respond and rectify them. The RI completes visits to the service and a Quality of Care review, these thorough, detailed documents evidence what the service does well and how they can improve. Evidence shows peoples feedback is consistently valued. One person said "*I'm very happy, I'm very grateful*".

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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