



Inspection Report on

Domiciliary Care and Support Living – Cwm Taf Morgannwg

**The Colliers Office The Colliers Arms
Ynyscynon Road
Tonypandy
CF40 2LQ**

Date Inspection Completed

11/10/2023

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About Domiciliary Care and Support Living – Cwm Taf Morgannwg

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	First post- registration inspection.
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive care and support from a team that excels in facilitating people's progress towards their self-directed outcomes. The service provider employs auxiliary staff who offer specialist support, to enhance and go over and above commissioned care packages. People's opinions are sought in all matters of their care, and the provider evidences changes made based on people's suggestions.

There are exceptional quality assurance processes in place, and the passion to give the best service possible can be seen from the Responsible Individual (RI), manager, and support staff. All staff are fully compliant with face to face and online training, with additional training organised as the need arises. Supervision sessions are comprehensive and held frequently. Feedback from staff and professionals highlights outstanding leadership and the positive effect that has on the team and on people receiving the support.

At present, no one receiving support in the service requires it to be in the Welsh language. There are Welsh speaking staff available to people should it be required, and incidental Welsh is used in the communal areas of the service.

Well-being

People being able to voice their opinions, their wishes and their goals is a clear priority in all aspects of the service. Personal plans and risk assessments are detailed and make regular reference to people's goals and desired outcomes in different areas of their lives.

Keyworker meetings allow people individual time with support staff to review their progress and adapt their plans as needed. The RI organises regular forums where people can raise any issues or suggestions for the improvement of the service. The provider evidences their responses to these in a 'you said, we did' report in the monthly newsletter. This transparency of information sharing treats people with respect and makes them feel valued. People are asked if they would like to become involved with the service, sitting on recruitment panels or creating the newsletter, for example. There is a complaints policy and procedure in place. When a referral is made to the service, the service provider and manager clearly outline what the service would be able to provide and whether this would meet the person's needs before the placement is agreed.

Depending on their aspirations, care staff support people to learn a variety of practical living skills such as budgeting of their finances, independent management of their medication, and making safe choices when out in the community. Although people live in individual flats with their own tenancies, the building also has a communal room, which people use for socialising and less formal meetings. The service provider employs an engagement officer, who visits the service approximately every four weeks to meet with people and see if there are any individual or communal work or leisure they would like to pursue. A support worker then facilitates these suggestions, also encouraging people to socialise not only with the people in their building, but also people living in sister services. Links with voluntary organisations are also set up for work placements. The service provider also encourages people to come up with fundraising ideas for charities which are important to them.

People are safeguarded from potential harm and abuse. Risk assessments and care plans identify potential triggers for risky or distress related behaviour, including the type of intervention required from support workers and the threshold for intervening. Support workers have all completed safeguarding training and there is a safeguarding policy at the service that can be referred to for guidance if needed.

Care and Support

Feedback about the care and support provided by the staff team at The Colliers is extremely positive. We spoke with people living at the service and viewed feedback surveys and had comments such as: *“It’s very good here, I like it here”, “I want to thank them for the help and the security”, “staff and management are awesome! They treat me with respect”*. We also saw feedback emails from external professionals working closely with people and support staff, commenting: *“your team were outstanding in their response and the compassion shown towards [person]”, “my colleague could not believe how well [person] looked when we came to visit”*.

There is detailed information available about the care and support people need to achieve their personal outcomes and minimise risk to their safety or independence. Care plans are person-centred, detailed, and concise, clearly showing people’s personal priorities in their lives. Risk assessments are comprehensive and reviewed regularly as part of thorough reviews of people’s care and support plans with the person themselves, staff at the service and other relevant professionals. People each have a keyworker they meet with regularly to discuss their outcomes and any changes they feel need to be made.

People are supported to be as healthy as they can be. The service goes over and above to offer people tailored support and facilitate a strong multidisciplinary network for each person’s care. The service provider employs auxiliary staff such as a clinical nurse, clinical psychologist, and assistant psychologist. These staff can offer individual support to people, if appropriate, outside of their commissioned care and support time. Close relationships have been formed with people’s care teams to ensure any input is agreed and in alignment with treatment people may already be receiving. People are given the level of support with their medication they are assessed as needing, working towards independence. This is clearly risk assessed and facilitated in line with the medication policy. Medication is stored and administered as prescribed. Both internal and independent external audits of medication are completed, with additional training arranged for support staff if any issues arise.

Leadership and Management

People are supported by a small, well run, and cohesive team. Support staff are visibly passionate about the service, their roles, and the outcomes for the people they support. The feedback from staff about the management and running of the service is extremely positive: *“The management here at the Colliers, in my opinion, is excellent”, “The training and supervision are the best I have experienced”, “The wellbeing for the people who live here are at the highest priority to the staff who work here and a lot of staff go up and beyond to help and achieve this” and “we as a team get on very well, the communication between us is great”.*

All staff have been safely recruited, with all required reference and identification checks prior to starting their roles. Disclosure and Barring (DBS checks) are all in place as required. Support staff are fully compliant with all mandatory and specialist training specific to the needs of the people they support. Many of these training courses are classroom based, and the service provider ensures additional one to one support can be offered to staff if they need help putting the training into practice. The service provider and the manager encourage progression within the company, facilitating additional learning, training and practical experience for people who may wish to take on extra responsibilities or apply for promotion. Staff are well supported by frequent and thorough supervision sessions with their manager, focusing on both their professional development and their well-being.

There are exceptional quality assurance processes in place at Domiciliary Care and Support at The Colliers. Regular audits both internal and external enable management to identify and patterns and trends in events in the home and respond to these appropriately. The RI and manager have great communication and the RI has very good oversight of the support being provided. The RI completes detailed and thorough quarterly monitoring visits which coincide with individual forums. Feedback from those forums, together with their own observations, is used to analyse the quality of the service and strengths and weaknesses within it. The biannual quality of care report compiles this information with responses to the survey forms which are regularly distributed to people using the service, visitors, staff and professionals.

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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