Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

RSD Social Care Ltd

R S D Technology Ltd, Kingsway Fforestfach, Swansea, SA5 4DL

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www.rsdsocialcare.co.uk

Date(s) of inspection visit(s): The inspection visits for this service took place between 20/08/2025 and 27/08/2025

Service Information:

Operated by:	RSD Social Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Excellent
Leadership & Management	Good

Summary:

RSD Social Care Ltd is a large Domiciliary care service which operates from offices in Fforestfach, Swansea. The service is registered to provide support for people in their own homes across the Swansea and Neath Port Talbot areas.

People receiving support from RSD experience good well-being. They are consulted about their care and are listened too. Support received enables people to live their lives as they chose.

Care and support is excellent. Feedback from people receiving the service was overwhelmingly positive, with multiple compliments about how friendly and competent the care workers are. People are involved in the development and review of their care plans and are consulted with for their views on the service to drive improvements.

Leadership and management is good. There is a visible manager in post who is supported by a care coordination team in the office and the Responsible Individual (RI). Care workers are recruited, supported and trained effectively to carry out their roles. There are effective oversight and governance arrangements in place to ensure the continuous smooth running of the service.

Findings:

Well-being — Good

People live healthily and safely with control over their lives and are treated with dignity and respect by their care team. From initial contact with RSD, people are encouraged to participate in their assessment and the development of their personal plans. Communication between the service and people has improved since the last inspection. People told us that call times were better than in previous inspections and were much more suited to meet their needs more effectively. Personal plans seen are clear and easy to follow, enabling care staff to support people to meet their needs appropriately. People confirmed that senior care staff pop in from time to time to go through things with them, review documentation and check all is well.

People are safe and protected from abuse and neglect. Up to date policies and procedures are in place to ensure the smooth running of the service. People told us they have a great rapport with the care staff who support them, have trust in them and feel safe when they are being supported. There are safe and robust systems in place to ensure care staff are recruited safely and this includes sponsorship of overseas staff. All care workers undertake an induction before starting to work with people and ongoing training is mandatory to ensure people have the correct skills to carry out their roles safely. Documentation in the service is mainly stored electronically and password encrypted with any paper documentation in lockable filing cabinets.

People are supported to cultivate safe and healthy relationships. Care workers are dedicated and have built up good rapports with the people they support. People visited told us they recognise their care workers and most stated they have a regular care team. People were very complimentary of the care team, with consistently positive feedback about their friendliness and competence. Comments included: "*It's easy to have a chat with them", "They have such a laugh together. I can't speak highly enough of them", They have all got fabulous and great personalities. They're always happy" and "I'm particularly impressed with how good they are".* There is good communication between people and the service overall which enables people to plan accordingly.

Whilst there are a small number of Welsh speakers receiving the service at present the demand to provide a service in Welsh is minimal. The provider will address this should the demand increase in the future.

Care & Support — Excellent

People receive excellent quality care and support to achieve their personal outcomes. We visited several people receiving the service. Feedback from this along with feedback received through online surveys was overwhelmingly positive about the care received by people. Comments included: "*The company are on the ball, communication is good, they're very flexible to change my time to accommodate me", I do have very bespoke needs, but they really know me really well, so I get regular carers at regular times and I can't complain at all" and "They communicate well with me throughout the whole of my personal care. I feel very safe with them, and they are very respectful towards me".* Personal plans viewed give a good oversight of the person and the support they need. People confirmed their involvement with the development of their personal plans and reviews.

People are protected from harm and abuse. Care workers have developed good relationships with people who told us they felt they could talk to the care staff if they had any worries. Safeguarding training is mandatory for all care staff as part of their induction training before working with people but also as a more in-depth mandatory unit afterwards. All care staff spoken with have a good understanding of their role and responsibilities to report any concerns about the people they support. The provider has policies and procedures in place that are reviewed routinely to ensure they contain up to date legislation.

People's medication is safely managed. There are robust and effective procedures in place to manage medication in the service. We viewed Medication administration record (MAR) charts in people's homes and saw these are completed effectively with no gaps visible. Any additional medication prescribed is logged onto an additional MAR by the prescribing pharmacy. MAR charts are audited by the senior care supervisor and again on their return to the office. These charts are then submitted to the local authority medication management team. We saw that the service is honest and transparent and reports any medication issues promptly and carries out necessary actions to minimise further risks. We saw on records that care staff are proactive in reporting any concerns about people's health to medical professionals. People confirmed this and one person said, "*They notice changes and always tell me so I can speak to the district nurses".* People's risk of infection is minimised. People confirmed care staff wear appropriate personal protective equipment (PPE) and we were assured that there are sufficient supplies of these in place at all times.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. There is a very dedicated and approachable manager in post who is visible in the service daily. Audits are carried out routinely. These include DBS and training, personal plan reviews due dates, oversight of complaints, incidents and more. The manager is supported by the RI who is also based at the service offices daily. The RI visits people to obtain their feedback and drive improvements. Whilst these visits take place in accordance with the requirements of the regulations, more people could be visited to get a more proportionate view as the service has grown significantly. The RI completes bi-annual quality of care reviews which gives an oversight of the performance of the service.

The service has policies and procedures in place to support it to run smoothly. We viewed several policies. These contained up to date information to reflect any changes in legislation. The service has updated the Statement of Purpose (SOP) which reflects the service well. A hardcopy of this is available in care files in people's homes alongside their personal plans.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. We looked at electronic personnel files and saw all contained the required documentation for safe and robust recruitment. This includes identification documents, previous employment reference checks, up to date Disclosure and Barring Service (DBS) checks and right to work information. The training matrix was viewed; high levels of training was seen in all mandatory modules with many staff being completely up to date with all training. The mandatory training completed includes manual handling, safeguarding and first aid. Care workers receive regular supervision and community spot checks as well as annual appraisals where they can discuss their development in the role. Staff meetings take place as needed to ensure care staff are up to date with any developments in the service. We received a good response from care staff for feedback about working at the service. Feedback was mainly very positive, comments included: *"The support team is responsive and the overall experience working here has been excellent", "RSD is a top-notch care organisation that supports both the employers and supported people".*

People are supported by staff who have sufficient time to provide care, with a choice in their contractual arrangements. Live electronic call monitoring and records seen indicate care staff have sufficient travel time to get to their visits. Overall people confirmed that their call times were suitable to meet their needs and most of the time the calls would be at the designated time slot or at least within a half hour window. Comments included: *They're very punctual, very responsive and have flexibility to pop in if I get stuck".*

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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