



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### St Johns House



6 St. Johns Crescent, Canton, Cardiff, CF5 1NX



02920758109



[www.reactsupportservices.co.uk](http://www.reactsupportservices.co.uk)

The inspection visit took place on 07/10/2025

### Service Information:

|                                          |                                                                                                           |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Operated by:                             | React Support Services Ltd                                                                                |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                               |
| Provision for:                           | Care home for adults - with personal care                                                                 |
| Registered places:                       | 5                                                                                                         |
| Main language(s):                        | English                                                                                                   |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people. |

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

St Johns House is a residential care home for adults in Cardiff; it is close to a range of amenities as well as the City Centre. The service promotes the building of skills, education and employment opportunities for individuals with psychological, social and behavioural needs. One manager said the “*Aim is for people to live alone in the community.*”

People’s aspirations, outcomes and well-being are at the heart of this service. The service work extremely closely with people to ensure they remain in control of their lives and care. People are encouraged to express their concerns and their rights and dignity upheld. People can enjoy a range of events throughout the year designed around people’s needs. People told us their well-being is excellent.

People are regularly involved in their care planning. People achieve goals such as improved health through diet, improved communication, relationships and managing their own mental health. The service takes a considered approach to techniques for individuals regularly discussing and reviewing information with the person and drawing on professional knowledge. Plans are deeply personalised and consistently strength focus. People’s medication is well managed with constant consideration to promoting independence.

The environment is homely, welcoming and extremely clean. People describe the environment as excellent. People are regularly involved in activities and discussion's regarding home improvements. The home is very personalised and comfortable. Deep consideration and resourcefulness have been applied to include meaningful activities and resources within the home enhancing the overall environment and peoples experience. Health and safety systems are in place and regular oversight is maintained.

The Responsible Individual (RI) leads a team of professional and passionate managers who provide effective oversight and are heavily involved in the service. Quality assurance documents are effective, and person focused. Care staff receive bespoke training tailored to individuals' needs and support. One professional described the service as "*Truly remarkable.*"

## Findings:



### Well-being

**Excellent**

People have control over their day-to-day lives and are supported extensively to understand their rights and responsibilities. People have individualised activity planners which identify what they want to do that week. People are regularly involved in decisions that affect them through discussions, reviews and meetings, ensuring their voices are respected and acted upon. One person told us the regular forums held by the RI ensure their voices are heard and said, *“They involve you.”* This effective approach empowers people to take charge of their lives with confidence. People know how to raise concerns with the service and with Care Inspectorate Wales (CIW).

The Welsh language and culture is considered. Some staff speak Welsh, they complete the Social Care Wales Active offer training and are encouraged to continue with their development through online resources, one person using the service ran a workshop in Welsh. The service uses Welsh and English signage and documents can be translated into Welsh. The service celebrates Welsh festivals and display ‘Welsh word of the week’.

People plan, coproduce, and take the lead in diverse activities. Many people enjoy charitable work in the community and have set up days to raise funds and awareness. An Engagement Coordinator produces a well organised programs of activities, which are tailored to people’s needs. Their presence in the home has increased in response to improved levels of engagement. Activities include mosaics, painting and tie-dye.

People receive support to access education, learning, community groups, employment and leisure opportunities. These opportunities support the development of relationships with the community. Recently individuals have started sharing meals and going on day trips together, enhancing their relationships. One person said *“I’m really happy with communal meals, they are helping us all get on better. We’re doing more activities together which has been really nice.”*

People are engaged in education, employment and volunteering. People have enriching experiences delivered in new and creative ways. People have access to online training opportunities, enhancing their CVs and confidence. The service runs an annual event called ‘Feel Good Fiesta’ for staff and people. This event runs all week and includes workshops on yoga, physical health and skills, talks from external organisations such as Social Care Wales (SCW), Police and volunteering groups. People are fully involved; some play live music whilst others got involved in decorating the venue. Community events such as this foster social connections, enhance personal skills and hobbies, providing opportunities for learning and personal growth. One person we spoke to rated their well-being as *“Excellent.”*



The provider gathers highly detailed information from individuals and professionals during assessments to inform care planning. The provider excels at empowering people to identify and achieve sustainable health and well-being outcomes that may not have previously been considered. The service places exceptionally high value on people's involvement in their planning and regular reviews, ensuring these are accurate and outcome led. Staff use strategies tailored to each individual to involve and meaningfully engage with people through effective methods chosen by them. One person said people's involvement in plans is "*Exceptional*." Plans are strength focused, extremely detailed and well considered providing clear and vital information, so care staff understand how best to support the person. Care staff told us they truly care and always do their best to meet individuals' needs whilst maintaining their well-being and safety. People praised the levels of information in their plans calling them "*Brilliant resources*."

The provider uses strong links with professionals to support people with their physical health, mental health and well-being. The service works with specialists, psychiatrists, the police, GP's, and therapy services. Health promotion is actively encouraged and highly personalised, tailored to individual needs. Health appointments are well documented, and risks are considered and reviewed. The service promotes positive risk-taking enabling people to build confidence in the choices they make. The manager said, "*It's about equipping and empowering them to make those choices and decisions*."

The service has a clinical nurse specialist who is involved in regular reviews. A collaborative effort is designed to reduce people's risk of crisis and hospital admissions. People progress and develop at the service, meeting their personal outcomes and reducing risks by using the appropriate coping strategies, support and resources. Professionals provide regular compliments to the service describing them as "*Well organised*," "*Professional*," "*Helpful*" and "*The best placement*."

Detailed medication records are maintained with effective oversight. The service excels in supporting people to manage their medication, continually assessing this in partnership with them. Staff work closely with people to involve them in understanding and administering their medicines where appropriate. The service promotes independence and respects people's wishes. One manager said, "*Their priority is our priority*." At the time of inspection, the service was reviewing some medication documentation and guidance for ease of use by care staff. There is a clear emphasis on enhancing skills to support people to progress through the care sector and develop skills and mechanisms, aiming to live independently.



## Environment

**Excellent**

The home is very welcoming and well presented. Art displayed throughout the service is made by the people living there. The service was clean during the inspection. People told us they are very happy with their rooms and can decorate these as they choose, making this space individual to them, providing ownership and a sense of belonging. The service creatively makes use of living spaces incorporating accessible and extremely well-considered activities and resources. A 'self-soothing station' promotes people's well-being. People alongside staff created weighted teddy bears which are available along with breathing exercises and links to support services and information. These support people to self-manage during times of difficulty or stress. People feel they are a good addition to the home. These activities promote independence, ownership, self-management and overall well-being.

The service has three floors, which include bedrooms, bathrooms, office, medication room and communal spaces. Automatic fire door releases enable communal spaces to be left open, providing inviting and welcoming areas for people to use and enjoy. Care staff told us they also use text message; this is sometimes helpful for people who don't wish to leave their rooms or need to discuss something privately and discreetly with staff. People's independence in relation to their food is highly promoted and respected, they have their own allocated spaces to store their food. The service is working with individuals to share important food safety information and support them to manage this appropriately without impacting their independence. People describe their environment as "*Excellent.*"

There is an outdoor space available which includes a seated sheltered area. This year people have created a colourful mural in the garden with things they like, making this space bright and cheerful. People are extremely involved in their home and contribute to decisions regarding the environment. A manager said, "*It's at their pace, making sure they're onboard and involved.*" People have enjoyed using the garden for planting, competing in strawberry competitions and tending flower baskets and tubs. The service is in communication with the council regarding waste disposal and recycling and considering ways to effectively manage waste to ensure bins don't get too full. The home is safe and secure; security measures are considered whilst ensuring people's rights are upheld. There is CCTV in place and care staff check visitors' identity on arrival. Appropriate health and safety checks are in place, with excellent oversight by the RI.



The leadership and management at the home are exemplary. The service is operating in line with its statement of purpose, which accurately reflects the high-quality care being delivered. The service benefit from a strong management structure of experienced professionals. The service manager holds a Psychology degree and draws on this to support the service and consider innovative approaches. There are clinical nurse specialists available, as well as an Engagement Coordinator, Maintenance team, a Health and Safety manager and support from an external pharmacist. People describe managers as *“Experienced”* and *“Very knowledgeable.”* The management team demonstrate a deep understanding of therapeutic, trauma informed care and are passionate about supporting people to achieve their goals and outcomes.

The RI offers robust oversight, with regular visits and reports which include meaningful engagement with people and care staff, sampling of records, and environmental reviews. These visits are reflective and action-focused, contributing to continuous improvement. The service value feedback and utilise it to drive continuous and sustainable improvements. Care staff praise the RI saying, *“X knows everybody,” “X is incredibly supportive,”* and *“X is absolutely fantastic.”* The service demonstrates a strong commitment to sharing information with relevant authorities about events, fostering transparency, trust, and accountability. Comprehensive audits are used through an electronic system to monitor practices. Records show the service consistently score highly. Action plans and analysis is completed considering patterns and trends and aiding improvement.

A consistent team of care staff know people very well and engage with them in a relaxed and comfortable way. A professional said, *“Staff are extremely caring.”* Staff told us they feel well supported and are very happy at the service. One staff member said, *“Honestly I am incredibly happy here it’s nice to say I love my job.”* Care staff receive the appropriate checks to ensure they are safe to work with adults at risk, and the RI regularly dip samples records to maintain oversight. The training provided is extensive, bespoke classroom training has been provided from specialist professionals and developed with input from staff. Staff told us this has enhanced their understanding and skill. The service has invited Social Care Wales and St Johns Ambulance service in to provide an information session enhancing staff knowledge. We found care staff have very good knowledge of Safeguarding procedures.

Care staff receive regular supervision, meetings and reflective sessions. Care staff are commended for their commitment and achievements. There are employee of the month awards, care awards and celebrations around different times of the year. The service has introduced a ‘You Matter’ campaign, where each month information is shared with staff regarding their well-being. There is a strong commitment to the development of staff leadership skills, some are completing courses and degrees outside of work and many have promoted internally.

## 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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