Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

React Support Services Ltd Domiciliary Agency and Supported Living Service

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The inspection visits for this service took place between 02/12/2025 and 05/12/2025

Service Information:

Operated by:	React Support Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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
Leadership & Management	Excellent

Summary:

React Support Services provides both domiciliary and supported living services. Some people live independently in self-contained flats, managing their own tenancy, finances and medication with support from on-site staff. Others receive one-to-one support in the community or at home, with access to local staff teams for emergencies or crisis support. This flexible model promotes personal outcomes and ensures people can access extra help when needed.

The service focuses on independence, skill-building, education and employment for people with psychological, social and emotional needs. People's aspirations and well-being are central, and staff work closely with individuals to keep them in control of their care. People are encouraged to raise concerns, and their rights and dignity are consistently upheld.

A range of events are offered throughout the year based on people's interests. People told us they are actively involved in care planning, helping them track their goals. Plans are highly personalised, strengths-based and regularly reviewed. Medication is well managed with a strong emphasis on promoting independence. People consistently describe the care and support as excellent.

The Responsible Individual leads a committed management team who provide strong oversight and remain closely involved in the service. Quality assurance processes are effective and person-centred. Staff receive bespoke training tailored to individual needs and are enthusiastic and

passionate about supporting people to achieve their outcomes

Findings:

Well-being — Excellent

People have control over their daily lives and are well supported to understand their rights and responsibilities. Individual weekly planners reflect what each person wants to do, and people are routinely involved in decisions through discussions, reviews and meetings. A relative told us, *"X is listened to and valued."* Regular newsletters keep people informed about service updates, workshops and healthy-living prompts, while also celebrating achievements. People are encouraged to take active roles in the service, including interviewing new staff or acting as a 'buddy' to help newcomers settle in. People told us they feel confident raising concerns with staff and managers, and we saw these handled sensitively and promptly. One person said, *"I know all my rights and all avenues of complaint."*

The service offers flexible accommodation in the form of single bedrooms and self-contained flats. Several people told us how the service has supported them to become more independent in the community and with their tenancy. People told us, *"It's fantastic," "Don't need as much support anymore,"* "*Staff are supporting me to look for places for independent living,"* and *"I'm free, I can find my own place."*

A 'Service Engagement Representative' alongside the staff team, offers meaningful activities such as crafts, mindfulness and workshops and there is a communal craft room available to people. People receive support to access education, learning, community groups, employment and leisure opportunities. Some people have enjoyed learning to drive, volunteering, and going abroad. These opportunities support the development of relationships within the community and development of skills. The service runs events throughout the year. In summer a 'Feel Good Fiesta' 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 get involved in decorating the venue. In Winter several people told us about how they enjoyed having Christmas dinner with the RI. Community events such as this foster social connections and workshops enhance skills and hobbies, providing opportunities for learning and personal growth. One relative said, *"They've enabled X to remain out of hospital and make progress and flourish."*

The Welsh language and culture is considered. Some staff speak Welsh, they complete the SCW Active offer training and are encouraged to continue with their development through online resources, one person using the service ran a workshop in Welsh and documents can be translated into Welsh.

Care & Support — Excellent

The provider gathers comprehensive information during referral and assessment, taking a highly personalised approach to ensure the service can meet each person's needs. Assessments cover medical history, personal care, physical health, occupation, and social and cultural needs, as well as how individuals feel about moving into the service. This enables staff to tailor support from the outset and identify any required safety measures. One professional noted the service's *"Can-do attitude,"* adding that a person had "*Been settled for the first time in their life."* A person using the service told us, "*All my needs are met very effectively and easily."*

The provider excels at empowering people to identify and achieve meaningful personal, health and well-being outcomes. People are actively involved in care planning and regular reviews, ensuring plans remain accurate and outcome-focused. One person said, "*We have a care plan to fill out every month and I read it and sign to say I'm happy."* Plans are strengths-based, detailed and clearly written, enabling staff to understand how best to support each individual. Staff told us, "*We capture their goals and aim to support them to achieve them."* Feedback from people, relatives, staff and professionals consistently describe the care as excellent, with comments such as, "*They've quickly adapted things to suit my needs,"* and *"Reports are very detailed."*

The provider maintains strong partnerships with professionals to support people's physical and mental health. They work closely with specialists, psychiatrists, the police, GPs and therapy services. Health promotion is personalised and actively encouraged. Appointments are well documented, and risks are regularly reviewed. Newsletters prompt people to book GP reviews, and staff are supported to develop their skills through external training. Some staff have particular expertise in nutrition and help people maintain healthy diets and lifestyles. One professional said, *"The team have really supported X to be more physically and psychologically well, while maintaining their independence."*

The service has a robust missing-person protocol developed with the police to ensure clear information sharing and an appropriate emergency response. Care staff and managers understand people's level of risk very well alongside their safeguarding responsibilities and a clinical nurse specialist contributes to regular reviews. Medication records are detailed and well overseen, and staff support people to manage their medicines safely and independently. The service is currently reviewing some medication documentation to make it easier for staff to use. There is a strong focus on developing people's skills and confidence to move towards greater independence. One person told us, *"They're very good with medication — I'm now independent."*

Leadership & Management — Excellent

Leadership and care staff are exemplary, and the service operates fully in line with its statement of purpose. A strong management structure supports high-quality care, led by a knowledgeable and committed manager who oversees day-to-day service delivery and guides staff effectively. Deputies provide passionate and enthusiastic oversight of individual services. Professionals praised the service for their communication, professionalism and management structure, relatives told us that staff and managers, "*Genuinely care.*"

The RI provides strong oversight through regular, outcome focused visits that include engagement with people and staff, record sampling and environmental checks. These reviews are reflective and drive continuous improvement, with feedback actively used to strengthen the service. People and staff told us they know the RI well and feel comfortable raising concerns. Staff describe the RI as, "*Present,*" "*Approachable,*" and "*Down to earth.*"

The service demonstrates a strong commitment to sharing information with relevant authorities about events, fostering transparency, trust, and accountability. 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. The management team demonstrate a deep understanding of therapeutic, trauma informed care and are passionate about supporting people to achieve their goals and outcomes. Staff told us, *"This is a stepping stone for people to be more independent, and we try to give them the skills to do that"*

The training provided is extensive, bespoke classroom training has been provided from specialist professionals and developed with input from staff. The service has invited Social Care Wales and the police in to provide an information session enhancing staff knowledge. Care staff told us, "*As a company there is room for growth and development for its staff, and they offer quality training.*" They are supported to promote, attend education courses to achieve their goals and ambitions. People describe care staff as, "*Organised," "Professional," "Patient," "Kind," "Courteous," and "Understanding."*

Staff personnel files are extremely well presented. Care staff receive the appropriate checks to ensure they are safe to work with adults at risk. 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. Care staff and managers told us, "*It's lovely to be honest*," "*I love it I genuinely do*," and "*We do some excellent work with individuals and try excelling in everything we do.*"

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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