Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Reable Ltd

Forge Fach Community Resource Centre, Hebron Road, Clydach, Swansea, SA6 5EJ

01792 846304

Date(s) of inspection visit(s):

02/07/2025

Service Information:

Operated by:	Reable 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	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Reable Ltd is a domiciliary care service providing support to people living in supported living schemes. People experience excellent well-being through a service designed in consultation with them that enables them to do things that matter to them. People are encouraged to be as independent as possible and lead active and busy lives with dedicated and driven care staff who know them well. People have progressed in their independence in the service, feeling happy, safe and comfortable.

People are provided with good care and support. People are involved with the production of their personal plans and reviews where possible and influence their content, setting their own goals and targets. Relatives and professionals hold the service in high regard and gave good feedback about communication with the service and the level of care and support provided. There is a very homely atmosphere in the supported living schemes and whilst this is not a theme for inspection, it is clear the provider cares about the homes of people and supports people to look after them.

Leadership and management is good. There is a positive culture and atmosphere in the service, embedded by a respected manager and responsible individual (RI). There are effective oversight and governance tools in place to ensure the continuous smooth running of the service. The care team are recruited, supported and trained effectively and feel valued in the service.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives, supported by positive risk management. People are at the heart of the service and are consulted for all aspects of their care and support whenever possible. When not possible, family act as advocates to ensure people's voices are heard. Care staff know the people they support well and have built up good relationships and communication techniques to understand how people are feeling and what they need.

Personal plans are well written and give staff good information on how to support people to be as independent as possible. Risk assessments correspond with the plans and highlight any high-risk issues and how to minimise risks. People lead active lives and go out to undertake activities of their choosing, some with support, some independently. The service proactively tries to find activities for people to further enhance their well-being. People confirmed their involvement in personal plans, with comments including "*We have regular meetings with our keyworkers, and they go through our care plans"*. Relatives and professionals spoken with are complimentary about the involvement of individuals in their care. One said "*they really do go above and beyond with people. I can't recommend them enough"* and *"everything is very much tailored around the individual".*

People are safe and protected from abuse and neglect. The small consistent staff team know the people they support well and can detect if they are unwell or not feeling mentally able to seek support effectively. All staff spoken with have completed safeguarding training and have a good understanding of their roles and responsibilities and how to report any concerns they may have. There are good systems in place to keep people safe in the supported living settings, including environmental checks. Policies and procedures are in place to ensure the safe running of the service. Staff are recruited safely and effectively. Levels of staffing are appropriate to support people safely.

People are supported to cultivate safe and healthy relationships. We observed people displaying positive relationships with others in the service and they told us they are *"best friends*" and are excited about their plans to go out as a group. Care staff and the management team have also built excellent relationships with people, with wholesome conversations and camaraderie seen between them. Care staff have a very positive attitude in their roles and a drive to support people to become as independent as they can be. The service promotes good relationships with family members and communication is very important. Relatives said: "*X has flourished since living in the home. They are all very attentive to her needs and promote her to become involved and build her*

independence” and *“I am extremely satisfied with the service”.* One professional said *“Staff seem supportive of individuals being involved in a range of activities and the atmosphere within the home is one of positivity and enablement”.*

Care & Support — Good

People receive good quality care and support designed in consultation with them. People are involved in all aspects of their care including the development of care documentation. This ensures their preferences are captured and documented. Those seen on the electronic system are detailed and give accurate and sufficient information to care staff so they can support people effectively. We saw regular reviews take place which ensures any changes in needs are logged. Care staff document the support given to people well and there is good oversight of what people do on a day-to-day basis. Professionals told us "*People appear fully in control of their care and are supported to do the things that matter to them"* and *"they definitely involve people and other professionals in care planning. They ask the right questions during consultations, and they genuinely seek to know what matters to the individual".*

People's medication is safely managed and any changes in health acted on appropriately. We looked at medication procedures and storage in the service and found these to be sufficient and appropriate. We viewed medication administration records (MAR) which are completed accurately with no visible gaps seen. Where possible, people are supported to manage their own medication with some support, however we noted procedures are in place to regularly count medication to minimise any errors. There is no stockpile of medication in the service and only what is needed is ordered. Temperatures of medication storage areas are within safe levels. Routine audits take place to ensure medication is manged effectively in the service. The familiar and consistent care team recognise any signs or symptoms of ill health in people which enables them to seek prompt medical or professional advice. Records were seen of appointments and referrals within people's paper files, and these were also recorded in the electronic daily logs with any follow up arrangements actioned.

People's risk of infection is minimised by the service provider promoting good hygiene practices, ensuring sufficient supplies are available to meet people's needs. We saw care staff wearing appropriate personal protective equipment (PPE) when supporting people with food preparation, as well as regular handwashing. Cleaning materials are stored safely and there are adequate supplies of infection control equipment in place. People are supported to ensure their homes are clean and tidy and all those visited were very welcoming, homely and very clean.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangement, governance and oversight to ensure smooth operations and high-quality care. People benefit from Reable Ltd being a relatively small service with a small close knit staff team. There is a good positive ethos in the service which is maintained by a respected and visible manager and an approachable RI. Both are visible in the supported living schemes regularly and have built up good relationships with people and care staff alike. As the service is small, the service manager oversees most aspects of the service including human resources, health and safety and quality of care, with the support of the RI. We saw routine audits are conducted which include financial, environmental, training and more. During RI visits people are spoken with and their feedback noted to influence any decisions in the service and drive any improvements noted. Bi-annual quality of care reviews are completed as required by the regulations and these contain good detail about the service, its achievements and any improvements detected or planned. Policies and procedures are reviewed as required and there is a signed and dated index sheet in place to display when these are reviewed. The Statement of Purpose reflects the service well. The service user guide is written in an easy read format so anybody thinking of moving into one of the schemes understands what to expect from the support on offer. Relatives were very complimentary about the management of the service, with comments including "*They are professional and appear to be very hands on, displaying a thorough knowledge and understanding of the needs of the service users"* and *"Management are excellent and are always available to discuss any concerns if needed".*

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. We looked at personnel files and found good and robust procedures in place to recruit and vet new staff. This includes identification documentation, previous employment reference checks and up to date Disclosure and Barring Service (DBS) checks. Care staff feel valued and supported in their roles with Reable Ltd. Care staff are trained appropriately, and most are up to date with all the training available to them. Care staff are complementary of this, with one saying *"I feel very valued and supported in my role. The training and induction I received were excellent. I felt welcomed, well-prepared, and supported every step of the way".* Care staff participate in regular supervision and annual appraisals and feel listened to. All care staff spoken with are happy in their roles and were complimentary about working for the service. Comments include "*I love it here, I feel very valued, and they always make me feel good", I'm genuinely proud to work for Reable Ltd" and "I've only ever seen positive attitudes and a genuine commitment to the job from my colleagues".*

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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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