Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Radis Community Care (Cwm Taf Region)

Radis Community Care, Suite A, 1st Floor, Llwynypia Road, Tonypandy, CF40 2JQ

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www.radis.co.uk

The inspection visits for this service took place between 13/05/2026 and 11/06/2026

Service Information:

Operated by:	GP Homecare Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Requires Improvement
Leadership & Management	Good

Summary:

Radis Community Care (Cwm Taf) is a domiciliary support service which provides care and support to people living in their own homes, including people living in an extra care scheme. We considered the quality of care and support across the service. Many people gave positive feedback about the support they receive. However, recent capacity and staffing pressures in the visiting care service have affected the quality and consistency of care for some people. The provider has taken action to reduce risks and improve consistency.

Well-being is rated as Good because most people's physical, mental, emotional and social needs are met in a way that reflects their preferences and what matters to them. Many people gave positive feedback about the support they receive.

Care and support is rated as Requires Improvement because personal plans are not always reviewed at least every three months. Reviews do not consistently involve people or consider their personal outcomes. This means care staff may not always be guided by current information, and an Area for Improvement has been issued.

Leadership and management is rated as Good overall. We identified an Area for Improvement because staff supervision does not take place consistently across the service. However the provider is developing systems to improve oversight, but these are not yet fully embedded.

Findings:

Well-being — Good

Well-being is rated as Good because people are supported to live healthily and safely, and staff mostly hear and respect their views and wishes. Most people we spoke with gave positive feedback about the support they receive. People told us care staff are kind, helpful and know them well. Some people described the support as very positive and said it helped them maintain independence, confidence and control over their daily lives. We found examples of people being supported to access the community, maintain relationships, take part in activities and pursue things that matter to them. One person told us, *"The support I've had has transformed my life. I've done things that I thought I'd never be able to do".* However, people's experiences of the visiting care service are mixed. Some people told us the service is *"marvellous"* and *"They get a ten out of ten from me".* Other feedback showed capacity pressures have affected the quality and consistency of care for some people. This included late care calls, changes in care staff and reduced continuity. For some people, this affected their confidence in the service and meant they did not always receive support at the time or in the way they expected. The provider had recognised these pressures and had already taken positive action to reduce risk to people.

The provider has systems in place to safeguard people from abuse and neglect. Staff identify and report concerns, and we saw that the service fulfils their Duty to Report to the local authority safeguarding team where they believe a person may be at risk of harm. We also saw care staff receive safeguarding training and there is an appropriate Safeguarding policy in place.

Overall, many people experience positive well-being outcomes and most feedback about the service was positive. Care staff generally treat people with respect and support them to maintain independence, relationships and routines. Although recent capacity pressures have led to less consistent support for some people, the provider has taken steps to address this and minimise risk.

Care & Support — Requires Improvement

Care and support is rated as Requires Improvement. People receive care and support which is generally responsive to their needs, but the provider must strengthen arrangements for reviewing and updating personal plans. We found some detailed, strengths-based personal plans which reflected people's routines, preferences and what matters to them. This supports care staff to understand how people wish to be supported and promotes continuity of care. However, this was not consistent across the service. The provider had not reviewed all personal plans at least every three months. Reviews did not always clearly show whether people's needs or risks had changed, what progress they had made towards their personal outcomes, or what action staff had taken as a result. This means care staff may not always have clear, reliable or current information to guide the care and support they provide. This is an Area for Improvement, and we expect the provider to strengthen arrangements for reviewing personal plans and involving people in this process.

Overall, medication arrangements support people to receive their medication safely and as prescribed. Where people require support with medication, records show care staff follow the provider's medication policy and record the support they provide. The provider checks medication records through its monitoring systems and follows up any errors or concerns.

People do not always experience consistent call times in the visiting care part of the service. We received feedback that some calls were late, call times changed, and people were not always supported by familiar care staff. For some people, this affected their confidence in the service and meant they did not always receive support at the time they expected. Consistent call times help people maintain routines, independence and reassurance about when care staff will arrive. The provider has recognised these pressures and told us it is introducing new systems to improve oversight of call monitoring and care delivery. However, these improvements are not yet fully embedded or consistently effective. We will follow this up at the next inspection to check the provider has made improvements and people experience more consistent and reliable support.

Leadership & Management — Good

Leadership and management is rated as Good. The provider has systems in place to support governance and oversight, including audits, trackers, staff records and quality monitoring arrangements. Staff gave positive feedback about the service and described managers as approachable and supportive. Some parts of the service had records showing regular supervision, appraisal and discussions about practice. However, organisational arrangements are not consistently effective across the whole service. We found significant variation in the frequency of staff supervision. Records for staff based at the extra care schemes showed more recent supervision activity, but records for the visiting care service showed a number of staff had not received field or office supervision within the last three months. In several cases, supervision gaps were significantly overdue. This means people cannot always be assured care staff receive regular support, reflective discussion and oversight of their practice. This is an Area for Improvement, and we expect the provider to take action.

We reviewed a number of staff files and found the provider recruits care staff safely, with the necessary checks and vetting completed before staff start work. We also reviewed training records and found care staff have access to a range of mandatory and additional training courses. Staff we spoke with told us they enjoy their jobs and feel supported overall. One staff member told us, *"I love my job. There is never a day I wake up and think I don't want to go in".* Another said, *"It's good working for Radis, they are very supportive".*

The Responsible Individual (RI) attends the service regularly and completes the required quality of care documentation. We were told the service is in a period of transition and that the provider is introducing new systems to improve visibility of service performance, including care compliance, call monitoring and management oversight. Managers and leaders are taking steps to strengthen systems and improve consistency. However, these improvements are not yet fully embedded. We will review how effectively these systems identify and address shortfalls at the next inspection.

The provider has the required policies and procedures in place, including safeguarding and whistleblowing policies, which support staff to recognise, report and respond appropriately to concerns.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The service provider must ensure all staff receive one to one supervision no less than quarterly.	10/10/22
The service provider must ensure people's personal plans are reviewed at least every three months.	10/10/22

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

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