



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cadoc Service Flats -57



Cardiff



02920758109



www.reactsupportservices.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 23/10/2025

Service Information:

Operated by:	React Support Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	4
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:

Cadoc house and flats offer residential care for adults in Cardiff. The service promotes the building of skills, education and employment opportunities for individuals with psychological, social and behavioural needs.

People's aspirations, outcomes and well-being are at the heart of this service. The service work extremely closely with people empowering them to remain in control of their lives and care. People are encouraged to express their concerns, and their rights and dignity are upheld. People can enjoy a range of events throughout the year designed around people's needs. People told us they are regularly involved in their care planning, and this gives them control and helps them keep on track of their goals. One person described the service as "*Excellent, nothing they can do to improve.*"

Plans are deeply personalised and consistently strength focus. People's medication is well managed with constant consideration to promoting independence. A range of professionals are involved, and the service excels at working with other organisations with transparency. People consistently told us care and support is excellent.

The service offers flexible accommodation in the form of single bedrooms and self-contained flats. This promotes the achievement of personal outcomes and ensures that people who may require more support have that option available. It is close to a range of amenities as well as the City Centre making it easier for people to stay connected with their community

The environment is homely, welcoming and clean. There is an extremely well-presented garden which includes a purpose-built arts and crafts activity room. 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. Care staff are enthusiastic in their roles and strive to support people to achieve their outcomes.

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 weekly activity planners which identify what they want to do. People are regularly involved in decisions that affect them through discussions, reviews and meetings, ensuring their voices are respected and acted upon. People told us the service help them to achieve their goals, such as getting fit, looking for work and learning skills to promote their independence. The service promotes positive risk taking and adapt their policies and procedures when required to suit people's lifestyle and development. Some people told us of their love of pets and several go on holiday independently. A 'Service Engagement Representative', offers meaningful activities such as crafts, mindfulness workshops and film nights.

People receive support to access education, learning, community groups, employment and leisure opportunities. These opportunities support the development of relationships with the community. 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 get involved in decorating the venue. Community events such as this foster social connections and workshops enhance personal skills and hobbies, providing opportunities for learning and personal growth.

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. The service uses Welsh and English signage and documents can be translated into Welsh. The service celebrates Welsh festivals and displays a 'Wall of Wales' in the home where people can celebrate their Welsh culture, create artwork and learn new words. This enhances a sense of belonging for people.

The service offers a unique approach to residential care, with a main building including individual bedrooms, communal spaces and a large garden. In addition, there are several self-contained flats. People told us they are proud of their flats, and this gives them space and independence but also enjoy being able to access communal spaces and see other people and staff when they choose. This flexible approach enables the service to support people to gain further independence and offer more support when needs change. One person told us *"I've got everything I need, nice to have my own space."* One person described the service as *"Better than excellent"* and another said, *"They genuinely are the best service."*



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. The service places exceptionally high value on people's involvement in their care planning and regular reviews, ensuring these are accurate and outcome led. People told us they look forward to their reviews and one person told us their plan includes *"The things I want to achieve, my goals."* Plans are strength focused, extremely detailed and well considered providing clear and vital information, so care staff understand how best to support the person. Feedback shows people, staff and professionals consistently describe care and support as excellent. One person told us *"They actually do care."*

The provider maintains strong links with professionals to support people with their physical health, mental health and well-being. The service works closely with specialists, psychiatrists, the police, GP's, and therapy services. Health promotion is actively encouraged and highly personalised, tailored to individual needs. Appointments are well documented, and risks are considered and reviewed. The service has a detailed 'Missing person protocol' in place and have worked closely with the police to ensure clarity in information sharing, which helps ensure the appropriate emergency response. 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. Professionals provide feedback saying there is *"Excellent communication," "(They) share concerns openly,"* and *"They advocate X's needs very well."*

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. 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. People's health is promoted through activity, accessing the community, walking and healthy eating. This year the service grew and ate their own vegetables. Care staff told us they strive to cater to individuals' specific needs and work hard to develop relationships. One relative described staff as *"Brilliant"* and said, *"Feel so much more at ease with X here."*



Environment

Excellent

The service is designed with people's independence in mind. People live in a home that offers flexibility with their accommodation whilst enabling independence and maintaining their safety. People have different accommodation options dependent on their level of support and need including single occupancy rooms and self-contained flats. This means people can continue to receive care from the same staff team, management and service whilst being able to have the flexibility with their accommodation to ensure it is meeting their needs. People told us they can make their space their own providing ownership and a sense of belonging. One described the service as *"Brilliant, best move I've ever made, perfect."*

There are communal spaces and a kitchen available, and people told us they enjoy getting involved in cooking. People can enjoy the benefits of a computer within the service where they can access online training opportunities, enhancing their skills, knowledge, CVs and confidence. There is internet safety information displayed to help keep people safe. There is a beautifully presented garden which includes seating, planting areas, a fairy garden and an arts and crafts activity room. People have been involved in the development of the garden including creating the decorative mosaics. The activity room includes puzzles, crafts, sensory area and a small library. People's art is proudly displayed on the wall. People can access this space when they choose and some really enjoy utilising this space for alone time, during anxiety or to engage in social activities.

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. We saw colour coded cleaning equipment is available and the service was clean throughout. Appropriate health and safety checks are in place, with excellent oversight by the RI. There are excellent staff facilities available, which are offered to try and enhance staffs experience. A 'staff well-being room' offers ample space for staff to take their break and unwind. There is a lounge, bathroom and kitchen area. Items that boost morale are available such as 'Night shift survival' packs which include snacks and coffee. Many care staff cycle to work and there is a bike shed. One staff member said, *"The company truly value staff's welfare and well-being."*



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. There is a knowledgeable and passionate manager in place who oversees the day-to-day running of the service. One person said *“Genuinely, a great manager”* and another said the manager *“Always makes time to speak to you, never rushes you, is always there, very involved.”* 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. Care staff told us they are very confident in the leadership team and say, *“Everyone is really professional”* and *“Everyone works to their best ability.”*

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. The service demonstrates a strong commitment to sharing information with relevant authorities about events, fostering transparency, trust, and accountability. One professional said, *“Excellent communication, they know people really well and share concerns openly.”* Comprehensive audits are used through an electronic system to monitor practices and 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 are committed and enthusiastic about their roles. Care staff describe the service as a place where they feel extremely valued, supported and part of a well-established team. Care staff consistently praise the service for the opportunities they receive via interesting and interactive training. 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 *“Managers recognise staff as individuals”* and support them to promote, attend education courses to achieve their goals and ambitions. 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. 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. One staff member said, *“Best support company I’ve worked for.”*

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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