Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Domiciliary Care and Support Living – Cwm Taf Morgannwg

The Colliers Office The Colliers Arms, Ynyscynon Road, Tonypandy, CF40 2LQ

02920 758109

Date(s) of inspection visit(s): 30/4/2025

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 service provider anticipates, identifies, and meets the Welsh language and cultural needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Domiciliary Care and Support Service provides targeted care and support to people experiencing mental health difficulties in a supported living setting. The service is located close to Tonypandy, with public transport links and amenities nearby.

People's wellbeing outcomes are excellent because people receive bespoke support from a knowledgeable and enthusiastic team of support workers, who provide a balance of giving assistance, with encouragement and motivation towards people living independently. People's care and support outcomes are excellent because people's bespoke support packages focus on their self-identified goals, which are appropriately risk assessed, and their outcomes regularly reviewed and adapted depending on need. People have access to a variety of engagement activities and are regularly consulted with about the service they receive. The leadership and management of the service is excellent because the small team of support workers are motivated and clearly demonstrate the ethos of the service. The manager is present and seeks regular feedback from support workers about the day to day running of the service and any improvements that could be made to further enhance the quality of support being provided. The Responsible Individual (RI) has excellent oversight of the service and listens to staff and people living at the service. They provide responses to information gained during consultations and form action plans based on thorough analysis of data from the service.

Findings:

Well-being — Excellent

People are treated as individuals, with dignity and respect. The service emphasises independence and choice through proactive risk management. People are supported to identify their own goals and outcomes and break these down into achievable tasks to lead them to their goal. People's rights are respected, and they are supported to make their decisions as aspirational as they can. People are empowered to seek out education, or voluntary work, as they wish. This gives them a sense of purpose, contribution to community, and helps build confidence and independence.

People are actively involved in decisions that affect them, their voices are respected, and they are provided with comprehensive information to support decision making. Individual forums are held monthly, led by the RI without support workers present to enable people to speak freely and identify the issues that are most important to them. A 'you said, we did' response is given in writing for people, evidencing they have been listened to and making them feel a valued part of the service. There is a clear process through which people can make complaints, and we saw the formal responses given to these, showing that these are taken seriously and people are given the actions and reassurances they need.

There is a wealth of engagement opportunities people can access depending on their personal preference. Support workers are enthusiastic about organising and accessing tailored activities and events for people, and the service provider holds frequent events for people to come together with those living in other services for shared experiences and networking. Support workers look for opportunities to build the community within the service, such as a group Sunday lunch, which helps build relationships. One person told us: *"we all get on well here together, it's nice to feel like you can go down to the lounge and there will be someone there you can have a chat with"*.

Welsh language and culture is considered and promoted within the service. There are two Welsh speaking members of staff who have been holding Welsh language lessons and workshops for people to attend. Welsh events are celebrated, and the rural community feel enhanced by a staff team who mostly live locally to the service and represent the cultural values of the area. At present, no one receiving the service has requested their support or any of their documentation in Welsh, however this can be facilitated if needed.

Care & Support — Excellent

People experience high quality care and support because the provider completes effective assessments of need, and how the service will be able to meet those needs. The assessment process is supported by excellent relationships with other professionals in people's care teams, such as community psychiatric nurses or social workers. People have significant involvement in their care planning process, identifying their own goals and outcomes, and having monthly review meetings with their keyworker to discuss their progress and adapt their goals if needed. Care plans are person-centred, detailed, and contain relevant and proportionate risk assessments associated with people's outcomes. The service provider employs Clinical Nurse Specialists to assist with the care planning. There is a thorough review process, which is completed regularly, to monitor progress and adapt and update the plan as needed.

People are kept safe by a strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. All staff members have completed up to date safeguarding training, and there is a robust safeguarding policy in place at the service to underpin good practice. Support workers create a safe space for people to raise any concerns they have about their safety. Potential safeguarding issues are reported to the manager and appropriate responses or referrals are made. People are consistently consulted and involved in any matters that concern them. Thorough risk assessments identify any possible risk of harm to the individual or to others. Any learning points are discussed with staff in a timely manner, and actions taken to minimise risk of reoccurrence.

Support staff work closely with people to involve them in understanding and administering their medication where appropriate. The service operates a medication pathway scheme that stages people from full assistance with medication administration to full independence. Each stage is risk assessed and people are monitored for their capability in correctly managing their medication before they progress to the next stage. Medication is stored securely, either in the treatment room in the building or in the individual's flat if they are independent with administering. Medication is audited both internally and annually by an external pharmacist. Any medication errors are therefore recognised quickly, and actions put in place in response to the error. The service has strong links with external health professionals involved in people's care. People are supported and encouraged to make, and attend, health appointments and implement the guidance given.

Leadership & Management — Excellent

People have high levels of confidence in the service provider because the manager and RI ensure there is a strong culture that is supportive, inclusive and respectful. The manager and RI are both visible and present in the service, nurturing and developing the staff team to ensure they are able to deliver a high standard of care and support. Achievements of staff are celebrated through an 'employee of the month' initiative. The service was also recently shortlisted as a finalist for a care award. The service provider engages with staff for ideas to enhance staff wellbeing, and team working. Professional development is encouraged and supported, with support workers being promoted to seniors. Staff turnover at the service is very low, and the support workers we spoke to are enthusiastic about, and happy in, their roles.

People achieve excellent outcomes because the provider has a commitment to ensuring the staff team are skilled, knowledgeable and supported in their roles. All staff have completed a range of mandatory and service-specific training. Support workers complete a thorough induction and existing staff members can support and mentor new starters. One to one supervision sessions between support workers and the manager are held regularly to discuss all aspects of personal and professional issues and development. Support workers engage with the manager, who has an open door policy and is proactive in the service.

The service provider engages a range of professionals, staff and people in their quality assurance processes. Their feedback is valued, and responses to feedback are given to show how the service has been adapted to make improvements to people's outcomes. There are comprehensive audit processes of all aspects of the service. This data forms part of the RI's thorough monitoring visit reports and detailed biannual quality of care reports. Compliments are recorded and fed back to staff to show value and appreciation for their work. There is a clear complaints process available should it be required. Information about the service is available to all. There is excellent, transparent communication between people receiving the service, the staff team and other professionals. This promotes co-production and continues to drive the high standard of care and support being provided.

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.

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