Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

React - Domiciliary Care and Supported Living - Gwent

252-254 Chepstow Road, Newport, NP19 8NL

02920 758109

www.reactsupportservices.co.uk

The inspection visits for this service took place between 28/09/2026 and 16/10/2026

Service Information:

Operated by:	React Support Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults, 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 provides care and support to individuals living in their own homes, some in self-contained flats with a staff team based on site and some residing in the Gwent community. People are consistently empowered to consider and identify their own well-being outcomes. Information is made available to people in a range of creative ways to aid engagement and use. The service embeds a culture of openness for individuals and care staff with management actively leading by example. People are valued and their feedback is heard and responded to. The service develops innovative and creative activities and events to improve people's experience. Well-being is 'Excellent'.

People are actively involved in their care planning and regularly review and track their own outcomes and goals. Health is promoted in engaging and innovative ways. Professionals provided very positive feedback regarding the service and the person-centred ethos. Care staff are passionate about promoting independence and supporting individuals to progress. Medication is well managed, and the service are fast to identify errors and implement improvements. Care and Support is 'Excellent'.

The manager and Responsible Individual (RI) are passionate, committed and enthusiastic in their roles. They are described as supportive and visible within the service. The RI maintains excellent

oversight picking up on the smallest of improvements required to enhance the service. The RI seeks feedback from stakeholders to drive improvement and regularly holds events, meetings and training days for people and care staff. Systems in place ensure regular and effective oversight is maintained. Care staff are very well trained and regularly offered opportunities to further develop and progress. Leadership and Management is ‘Excellent’.

Findings:

Well-being — Excellent

People are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. Personal plans are strength focused and regular reviews enable people to track their own goals and progress. One staff member said, "*I feel that all staff work incredibly hard to be person centred and that we strive as a team to work towards the individual's strengths."* People are extensively supported to achieve self-directed outcomes, and these are tailored around their needs. We saw some people have started educational courses, gained independence with their health and medication and committed to voluntary work. One relative said they know their loved one is in the *"Best place."*

People benefit from enriching experiences delivered in new and creative ways. The service employs a 'Creative Engagement Coordinator' who provides one to one sessions, based around peoples wants. One professional said, "*Staff know the importance of regular one to one engagement with clients."* An 'activity cabin' has been purpose built to enable a separate space for people to enjoy craft, hobbies, one to one and community events. There are regular communal activities for people to join in with such as parties, fundraising events, cooking, and pizza nights as well as a range of workshops like a 'Money Management Workshop.' In addition, organisational events like voluntary talks, well-being walking groups, trips out, and the RI forum are offered across services in Wales. The service run a 'Feel good Fiesta' bringing people and care staff together, who work collaboratively to facilitate workshops, Welsh lessons as well as provide the entertainment and music, promoting individuals' talents, skills and passions. Community events like this foster social connections and workshops enhance skills and hobbies. One person said, *"The activities that are put together are cool."*

There is a strong culture of openness and a clear commitment from all leaders and staff to actively listen. We saw this reflected in personal plans where the person's voice, opinion and wants are clearly reflected. The RI conducts detailed and meaningful visits to the service in addition to an 'RI forum', bringing people together to share any feedback and consider ways to improve the service and people's experience. The service considers communication and the Welsh language, using a range of resources to enable people to communicate their feedback, needs and worries. One relative described the service as "*Nothing but great."*

Care & Support — Excellent

People receive excellent levels of support due to their significant involvement in the planning process. Highly personalised plans are incredibly detailed, person centred and strength focussed. The provider consistently excels at empowering people to identify and achieve sustainable outcomes. One staff member told us, *"Staff take the time to understand each individual and their specific needs."* Personal outcomes are identified and regularly reviewed in monthly key worker sessions. One person said, "*Staff are always there to help,"* and another said, "*It's relaxed, you can be yourself."* Several professionals describe care and support as *'Excellent' saying "The staff have been keen to understand the needs of the person and have demonstrated a person-centred approach"* and described the service as *'*Going the extra mile for the person.'

Health promotion is actively encouraged. Strong systems and robust assessments ensure risks are promptly identified and addressed. Clear measures are in place for care staff to understand how to react and respond when a person starts to struggle or is in crisis. Individual risk assessments identify current risks and a history aiding a deeper understanding of the person, their life experience and the progress they've made. The service work closely with wider care teams and professionals to aid in a smooth transition and ensure approaches are consistent and effective for the person. One person rated the care and support at the service as 'Excellent' and said, *"I think that support and guidance is much appreciated."* The service considers creative and interactive ways to engage people in their health and encourage self-care. For example, sleep workshops, offering 'smile bags' which included dental care essentials, and 'wellness bags' with well-being resources such as face masks and fidget toys.

Care staff work closely with people to involve them in understanding and administering their medicine. The service excels in supporting people to manage their prescribed medication or over-the-counter medicines, continually assessing this in partnership with them. The service empowers people to take control of their medication, enhancing their independence and supporting their transition to independent living. One staff member said, "*Working with individuals to reach goals and gain more independence through React has been really fulfilling."* Records we viewed were mostly completed correctly. Where the service identifies errors, they are quick to assess the quality of training and systems and implement improvements. The service is currently reviewing their medication policy to ensure it aligns with national guidance and with the service provided.

Leadership & Management — Excellent

Leaders are visible role models and promote a positive culture. Care staff told us the manager and RI are seen regularly, one said, *"The managers work shifts on the ground and understands the challenges."* Care staff told us they are treated equally and their well-being is considered. The provider seeks ways to improve safety through a culture of reflective practice; we saw monthly reflective sessions for care staff to discuss incidents and learning. One staff member told us these sessions are helpful to understand what's going well and what's been difficult. The service implements sustainable positive changes following concerns. One staff member said, "*I think the service is always looking for opportunities to improve and expand."*

People benefit from the providers clear vision of the service, which inspires their care staff and promotes equality and inclusion for all. We saw excellent training opportunities are offered to care staff. Several of them praised the level of training and development saying, "*The company values the staff and offers a lot of career development,"* "*Training opportunities are a promoted and boost team moral,"* and *"The support I have received from X and X to develop my profession has been incredible."* Training is offered in a diverse range of ways from traditional classroom based, E-learning as well as bespoke sessions designed by professionals and leaders. These include 'Welsh workshops', 'Self-harm awareness training', 'Transgender awareness' and 'Substance misuse awareness' training. In addition, the RI holds face to face sessions for staff regarding safeguarding, concerns and complaints. People describe care staff as "*Always helpful and friendly"* and "*Excellent."*

The provider uses comprehensive audits to monitor practices. They complete highly detailed analysis of audit findings and take action as a result to promote and uphold high standards of care quality. We saw layers of oversight used to ensure any errors are identified. The RI conducts thorough checks when visiting the service and produces a Quality of Care review. These documents gather feedback, and highlight the smallest of details, as well as aid in continuously improving service quality. Well-being, feedback and the achievement of outcomes is a consistent theme which runs throughout. The RI said, *"Their (people) voice is heard at every level." Care* staff told us the RI "*Pops in now and again,"* "*He's always around,"* and *"Is so visible he knows everyone by name."* The service listens to feedback and takes action. They complete a six monthly 'You Said, We Did' document which captures feedback and actions. One staff member told us the service is *"Always taking new ideas on board and putting them into action."* Professionals describe the service as "*Proactive,"* and a *"Very professionally run service".*

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.