



## Inspection Report on

**React Support Services Ltd Domiciliary Agency and Supported Living Service**

**React Support Services  
Insole House  
Glamorgan Street  
Cardiff  
CF5 1QW**

## **Date Inspection Completed**

5 and 11 August 2021

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# About React Support Services Ltd Domiciliary Agency and Supported Living Service

Type of care provided	Domiciliary Support Service
Registered Provider	React Support Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

## Summary

React Support Services is a domiciliary support service operating in the Cardiff and Vale region. According to its statement of purpose, it provides care and support to people with mental health needs, a personality disorder and/or complex trauma, mild learning disability and individuals with an acquired brain injury.

React Support Services Ltd. operates the service. The Responsible Individual, who oversees the service's strategic operations, is Haydn Osborne. A manager in post oversees day to day running of the service.

Staff know people well, interact in a friendly, calm and caring manner and try to provide support when and how people like it. There has been some difficulty in staff recruitment; this has meant people do not always have the consistency of staff and support they would prefer. Personal plans detail how people like their individual needs to be met and are regularly reviewed. Risk management plans and strategies are comprehensive and kept under continuous review with people's clinical staff. Risks to people are minimised through good safety measures and care planning.

There are measures to promote the safety and smooth running of the service, but improvement is needed in several areas. They relate to staffing levels, oversight of concerns and communication between staff and managers. There is a robust recruitment system and management oversee the support and development needs of the workforce. The RI demonstrates appropriate oversight of the service and engagement with individuals and care workers, quality of care reviews are completed six monthly but require strengthening in some areas.

## Well-being

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People are listened to and valued as individuals. Care documentation shows that people are consulted about how they want support. Risk management plans are in place that promote positive risk taking and give people opportunity to develop strategies and skills to prevent relapse. There is good written guidance for care staff to follow. People are supported to develop life skills like cooking and maintaining their environment. The service aims to support people to develop independent living skills. People are overall happy with the standard of care and support they receive. There is good written information about what is important to people and how they want their service delivered. Some aspects relating to care documentation need improving though, such as recording people's concerns and escalating issues to managers for early resolution.

Good systems are in place to protect people from abuse and neglect. Staff receive regular training on safeguarding and would report any concerns. The service assesses risks for individuals and has personal plans to provide guidance on how to reduce them. The service has good infection control measures in place.

The RI regularly engages with individuals and care staff to ensure people can share their views and wishes, to inform ongoing improvement in the service. People who use the service are also involved in interviewing new staff and producing newsletters. Appropriate quarterly oversight of the service is demonstrated and a six monthly quality of care report is produced. Some areas of this report require strengthening.

People receiving a service told us

*“staff support me really well, bang on really good people. They are always there to help”.*

*“staff know me well, even if I don't say they know when am I not myself, they can just tell if I need support. Since being here it's the longest that I haven't had to go into hospital.”*

*“At the moment there are agency staff, they don't know us and I prefer not to have support from people I am not familiar with. The service is open about staffing though and I am aware that there are new staff starting”.*

*“I get a lot of support from staff good as gold they are”*

*“I have raised issues with staff about maintenance but I don't think things get resolved”*

We made the provider aware of any issues raised during our conversations with people and we were assured these would be followed up.

## Care and Development

The service considers a wide range of views and information to confirm it can meet

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people's needs and outcomes. A period of pre assessment is carried out before a decision is made about whether the service can meet a person's needs. This consists of multiple visits and pre assessment and planning with people's clinical team. There is good written detail about how people want their care and support delivered.

People are supported to maintain their physical health and well-being in collaboration with relevant professionals. Feedback from people about the service is generally good. However all the people we spoke to made comment about the current staffing situation and how it was affecting the support they receive. The provider acknowledged that recruiting suitable staff has been challenging in the current climate. This has meant that there has been some inconsistency for people. Agency staff are used to fulfil some contracted hours. The provider has reassured us that the service will not be taking any additional hours until the staffing becomes more stable. The service has recruited a HR manager and has already seen an increase in suitable staff applications. Recruiting and maintaining a stable staff team is an area for improvement.

A comprehensive care plan system helps staff to have a good understanding of how people like to be supported. Personal plans reflect people's individual needs and are reviewed regularly. Risk assessments are integrated into people's plans. There is evidence that the support people receive helps them to achieve identified goals.

The service safeguards people from the risk of harm and abuse. Care workers receive appropriate training and know the safeguarding and whistleblowing policies that are in place. The provider oversees incidents, accidents and safeguarding matters, consulting with relevant professionals where appropriate. People told us they feel safe and know whom to contact if they have a concern. There are occasions where people feel that issues they raise with staff have not been followed up or shared with managers. Whilst oversight of formal complaints is robust, more general day-to-day concerns are not always overseen in the same way. A system should be developed to support this. This is an area for improvement.

## Leadership and Management

The statement of purpose is in line with service provided. Suitable policies are present along with a written guide to the service. Quality assurance systems and processes help to monitor and promote good standards of service delivery. This includes, for instance, oversight of staffing resources, staff turnover and audits in areas like care documentation and financial support records. There is oversight of complaints, compliments, incidents and accidents. The service operates from suitable premises; ensuring confidential information is kept safe.

Management oversee the training and supervision needs of care workers, to ensure they receive suitable, ongoing support, learning and development for their role. The provider is in the process of addressing outstanding training due for some of its staff. Eligible care staff are registered with Social Care Wales, the workforce regulator. Overall, we received good feedback from care workers we spoke with, indicating they feel well supported, sufficiently trained and valued in the work that they do. There is a robust training system in place, and there are clinical psychologists employed by the service who provide bespoke training and clinical supervision. Staff work through training materials on a wide range of subjects including specialist training relating to the people they support. Where staff indicated they may not feel as well supported and made suggestions around improved practices this was discussed with the provider, in particular some staff felt that they required further training before undertaking duties such as medication.

There are audits in place so key aspects of care can be monitored, for example, care plans, risk assessments, medication and infection control. The Responsible Individual (RI) carries out three monthly visits to the service and talks with people and staff. The RI reports show oversight of many aspects of the service, which helps to ensure quality of care is at the forefront of the service. Quality of care reviews are completed six monthly but require strengthening in some areas.

A robust recruitment system shows that care workers are carefully checked and vetted, before they join the service. This helps to safeguard people, as it ensures care workers are suitable to work with vulnerable individuals.

## **Environment**

Not applicable to domiciliary care services





**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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**Date Published** 02/11/2021