

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

React Support Services Ltd
Sherbourne House
Sherbourne Avenue
Cyncoed Road
Cardiff
CF23 6SA

Type of Inspection – Baseline

Dates of inspection – Friday, 12 December 2014 &
Wednesday, 7 January 2015

Date of publication – 25 February 2015

Welsh Government © Crown copyright 2014.

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.gsi.gov.uk

You must reproduce our material accurately and not use it in a misleading context.

Summary

About the service

React Support Services Ltd is registered with the Care & Social Services Inspectorate Wales (CSSIW) as a domiciliary care agency providing services to people with learning disabilities and mental health needs.

The company provides support to people so that they can live as independently as possible.

The company has a nominated responsible individual and the registered manager of the service is Linda Mogridge.

What type of inspection was carried out?

We (CSSIW) carried out a focussed inspection of the service as part of our annual programme of inspections.

We made an unannounced visit to the agency's offices on 12 December 2014 where we met with the responsible individual. We discussed the operation and organisation of the agency and examined a sample of two staff files. On 7 January 2015, we visited a property where a number of people who use the service live in their own self-contained flats. We met with the registered manager and one of the support staff. We did not meet any service users on this occasion.

What does the service do well?

This domiciliary care agency provides support to people in the community as the final part of a three stage pathway of care offered by the company. The company operate a care home which can also offer people "step down" provision in neighbouring apartments with tailored support provided by the care home. This is a very flexible model of service provision offering people an opportunity to become more independent as their health, confidence and daily living skills improve and increase. We learnt that some people have made the transition from the care home to a flat of their own.

What has improved since the last inspection?

The agency continues to provide a good service.

What needs to be done to improve the service?

The service was compliant with the Domiciliary Care Agencies (Wales) Regulations 2004.

Quality Of Life

Overall we found that people using the service were supported and enabled to live as independently as possible. We found that the service provided support in line with its statement of purpose “encouraging individuals to do as much as possible for themselves.” We saw that people were required to maintain their tenancy, budget and pay their bills and shop and cook for themselves. People had full and varied lives, were able to pursue their interests and engaged in a range of community based activities.

We examined the care records of one person using the service and discussed with the registered manager the service provided to two others. We noted that the service user’s needs had been fully assessed prior to React working them and relevant information obtained from the commissioners of the service. Assessment information was used as the basis for written service delivery plans which described the care and assistance the person needed and the role of staff in providing this support. We observed that there was a crisis plan on file which would help staff to identify if the person was becoming unwell and the steps they should take to assist him. Staff had signed service delivery plans to indicate that they were aware of the plans and understood their content. Where required, risk assessments had been written including an assessment of the risks for the person in maintaining their independence and daily living within their home. We could see that these had been written and agreed with the individual.

Records showed that where required, people were supported by React to make and attend health related appointments. People were also supported to obtain and take any medicines they needed. The agency tried to encourage people to be as independent as possible with their medicines but was clear about the need to accurately assess the level support people might need.

We saw evidence that the service people received was formally reviewed at regular intervals or when there was any changes in a person’s circumstances. Reviews were conducted with the person using the service and commissioners.

We asked if people were content with the service they received from the agency and were told that React had received no formal complaints. The registered manager told us that generally if people had any concerns they would be addressed immediately.

Quality Of Staffing

We found that the three people living in the flats that we visited were supported by a core team of staff. People using the service received an agreed amount of targeted support hours that had been determined by the commissioners. The level of support provided was kept under review.

At the agency's offices we examined the records of two members of the staff team. We noted that the files were well organised and that the agency was very thorough when recruiting staff. All of the required checks on people's suitability had been made including obtaining references, information about people's employment history, proof of identity and Disclosure Barring Service (DBS) checks.

We saw that staff had received an induction into the service and completed mandatory training which was primarily health and safety related. This training included first aid, food hygiene and moving and handling. Staff had also received training in adult protection and we saw that their competency around the handling and administration of medicines had been assessed. We saw evidence that staff received more specialist training relating to the needs of people that they worked with and supported.

Records showed that staff received regular formal supervision from their line manager where they could discuss their work and consider any training or development needs.

The registered manager and support worker that we spoke with had an excellent working knowledge of the care and support needs of the three people living on the premises and demonstrated their commitment to enabling people to live as independent and fulfilling lives as possible.

Quality Of Leadership and Management

We did not consider the theme of quality of leadership and management in any depth on this occasion. However, we noted that the company has developed a model of provision (care homes, semi-independent supported living and independent living) which is proving effective for people. Some people using the service may not make as much progress as others in terms of their recovery but React is able to offer people the option of move-on, together with a consistency of care and support that makes the chances of success more likely.

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.