



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

React Support Services Ltd

Sherbourne Avenue
Cyncoed Road
Cardiff
CF23 6SA

Type of Inspection – Focussed
Date of inspection – 28 January 2014
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Summary

About the service

React Support Services Ltd is registered with Care & Social Services Inspectorate Wales (CSSIW) as a domiciliary care agency providing services to people with learning disabilities and mental health needs. The agency was registered in March 2013 and the registered manager 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 visited the agency premises where we met with directors of the company and the registered manager. We examined a service user's records, a staff file and other information regarding the operation of the agency.

What does the service do well?

This domiciliary care agency is the final part of a three stage pathway of care offered by the company. The company also offer people the option of care home living with the option of people "stepping down" to neighbouring apartments with tailored support provided by the care home. Finally people can move on to be a lot more independent in apartments supported by this domiciliary care agency. This is a flexible model of service provision offering people an opportunity to become more independent as their confidence and daily living skills increase.

What has improved since the last inspection?

This was the first inspection of the service since their registration with CSSIW.

What needs to be done to improve the service?

React Support services Ltd was compliant with the Domiciliary Care Agencies (Wales) Regulations 2004.

Quality of life

The service is currently working with one service user with another going through a period of transition into accommodation where they will be supported by the agency. The existing user of the service had previously lived in a React care home but over a period of time had felt confident enough to gain more independence by moving to an apartment supported by React domiciliary care services. This process of transition from care home to independent living had been supported by care staff the person knew well and with the full support of the local authority commissioning the service.

We looked at the care records of the service user supported by the agency. We could see that there was clear information about the activities the person undertook with the assistance of React's support staff. We found that service delivery plans had been written based upon the person's health, care and social needs and that these were supplemented with risk assessments which considered the risks around the person maintaining their independence and activities of daily living. We could see from the records that the person using the service had participated in devising the service delivery plans and risk assessments. We felt that a "Positive Behaviour Support Plan" that was on file was a particularly useful and well written document. It had been written by the manager together with the service user and included comprehensive and detailed information giving staff an insight into understanding the person, their behaviours and the best ways of supporting them.

We could see that all members of the staff team supporting the person had signed to state that they had read and understood each of the service delivery plans and associated guidance.

From the information on file we could see that the agency had supported the person using the service to make and attend a wide range of health related appointments. We also noted that staff had found and supported the person to attend a self-help group relevant to their needs.

Quality of staffing

We looked at the records of one member of staff employed by the agency. We noted that the file was in good order and that the agency had been thorough in their recruitment and had carried out all of the required checks such as 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 and included first aid, food hygiene, and COSHH. We saw that staff's competency around the handling and administration of medicines had been assessed and that they had undertaken training specifically relevant to the needs of people they support.

There was evidence in the staff records that we examined demonstrating that staff received regular formal supervision.

Quality of leadership and management

The agency was registered with CSSIW in March 2013. As part of the registration process we scrutinised the agency's policies and procedures and found them to be satisfactory.

People using the service and working in the service can be clear about what the service provides. The agency has a Statement of Purpose which details the service's aims and objectives and how it will meet people's needs. This document required some revision in order for it to reflect the requirements of the regulations and this work was completed shortly after our inspection visit.

People using the service are involved in measuring the quality of the service because they have the opportunity to participate in any reviews of their care package and should they have any concerns have easy access to the manager of the service. In addition there is an accessible complaints policy and procedure which people using the service are made aware of.

We examined the agency's accident records and noted that any appropriate or necessary actions had been taken following an incident.

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.

- **Focussed 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 focussed 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.