



Inspection Report on

Vale Care Services Ltd

**St Hilary Court
Cophorne Way
Culverhouse Cross
Cardiff
CF5 6ES**

Date Inspection Completed

02 February 2022

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About Vale Care Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Vale Care Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service registered in November 2018 under Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Vale Care Services provides good support and care for people in their own homes. People are also supported to access the community. A caring culture extends throughout from people who use the service to care workers and office staff. People are happy with the service and appreciate the consideration shown towards them. The organised day-to-day running of the service supports good outcomes for people.

Oversight of the service needs improvement, the responsibility for this currently sits with the service provider. Documentation updates and audits of systems have not been carried out since the service was registered with Care Inspectorate Wales in November 2018. Work is being undertaken by a proposed responsible individual (RI) to address this.

Well-being

People are protected as far as possible from harm. Care workers recruited by the service undergo the appropriate checks to ensure they are fit to work with vulnerable adults. Training is provided to the correct level and includes awareness around safeguarding people. Risk assessments are in place. Medication administration requires improvement around record keeping to evidence that people have received the right medication at the right time. Oversight of the service needs to improve and audits need to be undertaken to ensure all regulatory requirements are met, and opportunities to identify problem areas are not missed.

Systems are in place to consult people about their care and support needs before their care starts and when in receipt of the service. People are supported by professionals such as social workers to help them voice their wishes and comments. The service makes every effort to listen to people's requests. They try to ensure call times are as near as possible to the desired time, that the care workers who support are a good social match, and people receive information about their call times and care workers. Personal plans are comprehensive and give care workers clear information about how a person likes to be supported. Documents are available with information to let people know how to raise concerns and people told us they knew how to do this. People confirmed that if they raise an issue, this is addressed and resolved. Some improvement is required around record keeping of concerns.

Support is provided in accordance with personal plans. People are encouraged to maintain independence. When agreed, support is given to accompany people to take part in everyday activities in the community. One person likes that they have a support worker of the same gender who takes them for a hair cut in the community. When people do not have representation through family, they receive support from advocates and professional services, including support to manage finances. People tell us they appreciate seeing their regular care worker and have good working relationship with them.

Care and Development

People receive care in their own homes, delivered by local care workers who know them well. People are happy with their care, care workers and the service provided.

Professionals who support people tell us that their clients have no concerns about the service. They also tell us "*the service keeps an eye*" on people, making sure issues are brought to the attention of professionals who can provide support. People appreciate the kindness shown by the care workers. They also acknowledge the office staff and manager who make regular contact to check how things are going. There is a culture of care and support within the organisation and people tell us "*it's like one big family*".

Assessments of people's needs are thorough and recorded. They identify health needs, care needs, but also what's important to the person. Care plans are developed from this information. These are reviewed with the individual. We saw that professionals carry out reviews with individuals. Reviews we looked at are complimentary about the service and do not highlight any concerns. Risk assessments are in place on personal plans, but these are not reviewed at the same time as the care plan, so are not reflective of the person's current risks. The manager evidenced how they will rectify this. Records are kept to show the care given and notes the call times. People tell us they have a copy of the personal plan and other important documentation in their own homes. Care workers can access care plans on an electronic system.

Medication is administered when care plans indicate this is required. Care plans and practices do not reflect the service's policy on administration of medication. There are gaps on medication records, though other documents record that medication is given. Training is provided to care workers who administer medication. Improved monitoring of care workers is in place, with spot checks conducted by managers to ensure care workers carry out medication administration in the correct way. Due to the improvements around monitoring care worker's medication administration an area for improvement notice is not being issued at this time, but we expect the provider to sustain monitoring and ensure improved recording of administration. Improvements around medication policy content and overall oversight of issues involving medication is required as part of actions identified for the provider.

Information is available for people to ensure they can contact the service office or care workers. Information on how to raise a complaint is also provided. People feel safe and tell us that if they raise a concern, this is addressed. Care workers are provided with gloves, aprons and masks. People tell us that the care workers wear these during their call.

People almost always receive their support at the agreed time, or within a reasonable time. Systems are in place to ensure managers or duty officers act quickly if a call time is likely to be delayed. People tell us their calls are on time, and they have no issues around this. One

person told us the service provides a copy of the call schedule for them as they like to know which care worker is going to support.

Leadership and Management

The provider has nominated a responsible individual (RI) to oversee the service but they are not yet registered with the regulator. A director of the company is currently supporting the nominated RI as part of the organisation's structure. The service has been without oversight for a number of months. A log of visits from the previous RI is not available, and resulting reports are missing. One quality assurance report is in place but is not of satisfactory quality as it does not demonstrate understanding of all aspects of the service that can impact on people receiving care and support. Policies are in place, many contain out of date information that the service was requested to update following registration with the regulator in 2018. Audits of documentation and systems are not evident so omissions, trends and patterns are not picked up. This includes the complaints file and appraisal meetings for all staff. The statement of purpose (SOP) is not in line with regulatory requirements as identified as part of the service's registration with the regulator. There is a comprehensive 'Service User Guide' but some information is inaccurate. The regulator, Care Inspectorate Wales, is not always informed about the events within the service, as required. There is currently no evidence of impact on people using the service, and while no immediate action is required, this is an area for improvement and we expect the provider to take action to address this. We will review the oversight of the service at the next inspection.

Personnel files are in place with relevant documentation to show the service recruits care workers safely. Care workers are registered with Social Care Wales. Induction, including mandatory training is provided, and additional specialist training is included. Supervision meetings have recently taken place where care workers have an opportunity to meet with their line manager. Care workers tell us that supervision meetings are not consistent and they are confused about their contracts of employment. The proposed RI explained that they had conversations with staff around contracts, but it had not been recorded; they confirm this is now added to the supervision template for discussion, and will support staff through additional meetings to clarify any misunderstandings. Care staff were generally happy with the flexibility they have on current working terms and conditions. Terms and conditions are being reviewed by the organisation to support better working conditions. A comprehensive staff handbook supports care workers.

Day-to-day running of the service is the responsibility of the newly appointed manager. Systems are in place and followed. Operations run smoothly as the manager and supporting staff work well as a team. People know the manager, office staff and care workers. support/People tell us they like that the office staff and manager telephone them regularly to see if they are okay and inquire about the service provision. One office member is described as "*the mamma*" by people as they say she looks after everyone so well. Care staff tell us there is good communication with the office and they feel supported in their role when in the community. An effective 'on call' system is in place when the office is closed so that people and care workers can access support.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
9	The provider is not ensuring that arrangements are in place to effectively manage the service in the	New

	absence of a responsible individual	
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