



## Inspection Report on

**Vale Care Services Ltd**

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

## **Date Inspection Completed**

09/12/2023

**Welsh Government © Crown copyright 2023.**

*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](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Vale Care Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Vale Care Services Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	02 February 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Vale Care Services offers care and support to people and children in their own homes, or in the community. People like that they have an “*excellent*,” reliable service from a caring, competent workforce who are kind and helpful. People are involved in the development and reviewing of personal plans that are followed to support good physical and mental health outcomes. Care workers often go ‘above and beyond’ and make a real difference to people’s quality of life.

A responsible individual (RI) oversees the care and support, monitoring the quality of the service while helping to drive improvement. The manager runs the service smoothly, with a calm, positive, inclusive culture that benefits staff and people. Staff feel supported and have improved terms and conditions of work.

## Well-being

People and children have a voice and are listened to. The person or their representative are involved in care planning and reviews. Where necessary, professionals are also involved. Quality assurance questionnaires are used to gain information from people to help the service improve, and the management takes action. Care workers and management are available and approachable, and will help resolve any identified issues before they escalate. Good communication ensures care workers feedback any information from people or children to inform better care and support. People and children have the right information so that they can raise issues outside of the service if they need to.

The provider ensures the safety of people and children. Care workers are appropriately recruited, and checks made to ensure they are fit to work with both vulnerable adults and children. Care workers also receive suitable training, including 'safeguarding' so they are aware of how to care, support and report issues. Risk assessments are carried out to help identify issues that need addressing, including risks regarding people's health and environment. People are receiving their calls at planned times, and for the duration agreed. Care workers are able to contact office staff at any time for support, and office staff oversee the call times to check that a care worker has turned up to provide the care and support. Documentation is audited as part of a robust system, including medication records. Care workers who use their own vehicles to take people out into the community have the relevant insurance cover and evidence that the vehicle is road worthy. Financial transactions are recorded when required.

The culture of the service promotes a sense of belonging. There is a positive, caring culture throughout the service with a focus on inclusivity. People enjoy good relationships with care workers. People and children are encouraged to visit the service office and we observed many taking part in a celebration during the festive season. For people who may not be able to access the community, the service has provided information in the form of a 'Newsletter.' The care staff team work closely together to share information and knowledge, especially regarding people's Welsh cultural needs. Many people acknowledge the "*outstanding*," personal touch from members of the care team, with comments such as "X loves her." Care workers in the service are the only constant, reliable relationships some people have, where people are supported as if they are 'family', with examples of staff or their family members taking time to do or provide over and above what is expected.

## Care and Support

People are consulted and help design a service that is suitable for them. An assessment of the person's needs and home situation help to develop a personal plan that outlines what care and support is to be provided, identifying any risks that need to be considered. Improvements have been made to ensure information about the person's background is available for consideration. Personal plans reflect the individual supported and are regularly reviewed with the person or their representative. The service provides care calls in line with contract arrangements with the local authority but will work with people to provide more convenient times if required. One person told us the service is "*accommodating and helpful.*"

The service is delivered with dignity and respect. An overwhelming response from people or their families told us that they are provided with an "*excellent*" service by care workers who are "*caring and supportive.*" The care coordinator goes above and beyond to support people, with many giving examples of how they have made a difference, helping them to remain as independent as possible, supported to access the right services to avoid having to leave their own homes. Other people told us that some staff, "*go the extra mile*" to ensure people are, "*safe and happy.*" Feedback from people is taken seriously, and where possible, the service takes action, such introducing a 'Newsletter' as feedback showed people wanted more information about local community events. Care workers are matched with people or children to support the best possible outcomes. When possible, people are encouraged, along with all staff, to attend celebrations and events at the service's offices.

Care and support is provided in line with the personal plan. Care workers have access to the information required to support people and children appropriately. People and children are referred to professionals when required such as the GP or Occupational Health workers. People and children are successfully supported with their emotional needs. Medication assistance and administration is provided and documented. People and children are supported to go into the community. This is done safely, with all relevant checks and documentation in place, including financial transactions and use of transport. Daily records around care are mostly very good. These show staff are intuitive and notice small changes in people so that prompt intervention can be arranged through health professionals. Communication regarding people's presentation is very good.

## Leadership and Management

The provider has arrangements in place to monitor the effectiveness of the service. A responsible individual (RI) is present at the service daily and undertakes their regulatory duties with due diligence, including consulting people about the quality of care and support and auditing systems within the service. They update themselves through training and research to support them in their role. A statement of purpose is available and kept under review, giving people up-to-date information what to expect from the service. The RI has regular meetings with the management and provider, where the safe provision of care is discussed, along with service development, considering the financial viability of the service.

The service is run smoothly with a positive caring culture throughout. A strong management team are clear in their understanding of their role and effectively support the wider team and set example though continually demonstrating the caring ethos of the service. Routine tasks are carried out and auditing helps to identify any issues. Any matters arising are dealt with efficiently and professionally, avoiding escalation. Members of the management team form part of the care team in the community and are complimented for their dedication by people who receive the service.

People are supported by a consistent, suitably fit, knowledgeable and competent staff team. Good recruitment processes are followed, and documentation required is accurate. Improvements have been made to the terms and conditions of employment to help retention of staff, providing consistency for people who receive the service. Other incentives are also offered to staff to help retention, such as 'long service' awards. Induction training, and specialist training, including 'moving and handling,' and 'first aid' takes place face to face. The RI is arranging for staff to receive more robust medication training and competency checks. They plan to expand on specialist areas of training relevant to some individuals, such as Parkinson's disease, so that staff will be better informed.

Staff are supported and helped to develop. An 'on call' system ensures care workers always have access to someone in the management team. All staff we spoke with felt valued and supported. Staff have one-to-one supervision with a line manager where they can raise issues and discuss their professional development. Most staff told us their learning and development opportunities are "excellent." Communication is good. Care workers are registered with Social Care Wales, the workforce regulator. Policies are in place and available to staff.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
9	The provider is not ensuring that arrangements are in place to effectively manage the service in the absence of a responsible individual	Achieved



### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 15/01/2024