



Inspection Report on

Domiciliary Care Service at Value Independence

**Value Independence Community Interest Co
101-101a
Charles Street
Milford Haven
SA73 2HL**

Date Inspection Completed

19/01/2024

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About Domiciliary Care Service at Value Independence

Type of care provided	Domiciliary Support Service
Registered Provider	Value Independence Community Interest Company
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	16 February 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People and their relatives describe the service very positively. There is a Responsible Individual (RI) in place together with two managers, who very effectively oversee the day to day running of the service. Care staff continuously strive to meet people's changing needs in a caring and flexible manner. People are provided with information regarding their care and are regularly asked for feedback on the service. Detailed personal plans are in place and are reviewed with the individual. People and family members consistently praised the service for their communication and the accessibility and availability of management. Records are person centred and outcome focused. The RI and managers are extremely active and visible at the service, regularly meeting with people. Care staff are well supported and gave extremely positive feedback regarding the service. They describe staff morale as very good and told us they are committed and passionate about what they do.

Well-being

People are extremely happy with the care and support they receive. They are provided with important information regarding their care and can make contact with the management team when required to discuss any ideas or issues they might have. People are provided with regular opportunities to feedback to the service. The RI and managers are very visible within the service and everyone knows who they are and feel confident speaking with them. We saw people are involved in reviews of their care and feel listened to.

People's physical and emotional well-being is supported. Managers and care staff monitor people's health needs and relevant professionals are actively involved in people's care when required. We found care staff make time to sit and talk to people. People told us they are very satisfied with the service and get the right support at the right time. People and their relatives told us care staff encourage them to identify and achieve personal goals which are individual to each person. Risk assessments are in place to ensure people carry out activities as safely as possible. We saw care staff approach people with dignity and respect. Care staff know and understand people's needs well. People and relatives praised the service for their compassion and commitment and told us that the service continuously makes every effort to meet their needs.

People are protected from abuse and neglect. The managers and RI are quick to respond to issues or concerns and know people very well. People and care staff are given important information to enable them to raise concerns and those spoken to knew how to report any issues they might have. There is a safeguarding policy in place and care staff are appropriately trained and recruited. People and their relatives feel confident in the care staff and management team. There is excellent communication within the service. People told us they feel safe.

Care and Support

Initial assessments are completed with people before their care starts to ensure the service can meet their needs. This process is robust and people and family members are able to contribute information at any time. People have detailed personal plans in place which include important information about their care and support needs, as well as how they would like their care and support to be provided. We found these clearly identify tasks and are outcome led. People told us how the service has supported them to achieve personal goals. People and their relatives are encouraged to contribute to people's care plan reviews and are kept up to date with any changes. We saw detailed, person centred, risk assessments are in place for a variety of activities carried out by people. There is a clear emphasis within the service on supporting people to reach their full potential and to enjoy new experiences.

Comprehensive daily records outline the care and support provided. People and their relatives praised the service for their excellent communication and consistently keeping them up to date on any changes which might be needed. The managers and the RI ensure that they address any issues or concerns promptly. Relatives told us they feel reassured that their family member is safe. We received consistently positive feedback about the service from people and their relatives. People told us that the service is "*brilliant*" and "*really really great*". One person enthusiastically described how the service has helped them gain confidence and learn new skills.

We heard that care staff always ensure they prioritise opportunities to talk to and spend time with people in order to provide social interaction as well as the day-to-day tasks required. The service operates a holistic approach in order to ensure that all aspects of each person's well-being are met.

Environment

Leadership and Management

There are clear arrangements in place to oversee the smooth running of the service. We saw policies and procedures are in place to fulfil the aims of the statement of purpose. The management team consistently support and develop staff to reach their full potential. All the staff we spoke to appeared well motivated and fully committed to their work. Regular surveys are carried out and the RI meets and gains feedback from people and staff. The RI completes a Quality of Care Review which identifies areas the service does well and any areas of improvement.

People are supported by care workers who have the knowledge and skills to carry out their roles effectively. The records we saw demonstrate new care workers are recruited safely and they are provided with training which is appropriate to their roles. Service specific training, for example, managing challenging behaviours and mental health awareness, is offered to care workers in addition to mandatory training such as moving and handling, safeguarding and infection control. All care staff spoken to said they feel well supported in their jobs and can access peer and managerial advice and guidance when they need it. We saw staff receive one-to-one supervision sessions and an annual appraisal. Staff team meetings take place regularly to discuss any planned changes and to gather feedback regarding the service provided. Some care workers have worked at the service for many years. People told us they feel they benefit from having a consistent staff team who they have established a rapport with and who are familiar with their care and support needs.

Care staff continuously provided positive feedback during the inspection, saying that the managers and RI are “*approachable, flexible and accommodating*” whenever possible, thereby enabling them to achieve a good work/life balance. All care staff spoken to said that they feel valued and respected by the management team and that morale within the team is good.

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