



# Inspection Report on

**Valebrook Care Home**

**Barry**

**Date Inspection Completed**

**26 September 2022**

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## About Valebrook Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Valebrook Care Homes Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People and their relatives are happy with the care and support they receive from attentive care staff. The environment meets people's needs and enables people to enjoy activities in and outside of the home. People have opportunities to take part in community activities that are of interest to them. Care staff are knowledgeable, kind, and caring. Interactions between care staff and people is positive and people are spoken to with dignity and respect. The responsible individual and management team are 'hands-on' and are visible to staff, people using the service, and visitors. There are systems in place to monitor the quality of the service. We saw that records are well maintained and keep staff informed of the care and support people need. Good levels of training and supervision ensures care staff know how to keep people safe and protect them from harm. Although the service provider seeks the views of relatives and visiting professionals, this should also include people using the service to help inform service improvements. There is one area of improvement regarding seeking the views of people and care staff that we will consider at the next inspection.

## Well-being

People are settled and comfortable. People's emotional needs are met in a sensitive and caring manner. People and their relatives told us that they are happy in their home, and they get on well together and care about each other. People are supported to make decisions that are in their best interest. People are given choices relating to their day-to-day care and support. People enjoy one-to-one time with staff and have access to group activities. People chose their daily activities on an ad-hoc basis and are not required to follow a weekly planner.

Relatives are given the opportunity to provide formal feedback to the service, but this is not consistent for everyone, and we expect the provider to adapt their ways of working to engage with people to formally seek their views. People and their families told us that they are extremely happy with quality of care and support and "*Staff are kind*" and people "*Go to bed when they want to*".

There are good systems in place relating to infection control which protects people from harm. Care staff use personal protective equipment appropriately and follow guidance for accepting visitors safely into the home. We saw policies and procedures in place that are kept up to date.

People have access to health care and there are systems in place that care staff follow to ensure people's outcomes are met and appointments are not missed. There are robust systems in place relating to medication management to ensure people receive the right medication at the right time This is an improvement since the last inspection.

Care staff protect people from abuse and neglect, and they know what to look for and know how to raise a concern should a person's well-being be compromised. Relatives told us they know how to raise a concern or make a complaint and have full confidence in the management team that concerns will be acted upon promptly. Risk assessments and documentation is in place to protect people and updated regularly.

The accommodation is adapted to support people to achieve their outcomes and promote safe freedom of movement around the home. Care staff are sensitive and knowledgeable about the importance of maintaining the home to continue to be an inclusive environment for all people living there.

## Care and Support

The care staff provide good standards of care and support, and relatives told us that “*Staff are brilliant*”. People can expect continuity of care from a well-established care team that know people very well and have an excellent understanding of people’s preferences. Staff are respectful of people’s individuality in how they receive their care and support. One relative told us that “*Knowing my relative is happy is the most important thing*”. Detailed care and support plans provide staff with essential and important information to ensure that people achieve their personal outcomes. People, their relatives, and professionals are not consulted at care plan reviews, but the service provider assured us that arrangements will be put in place. Relatives told us that they are kept informed by telephone on an ad-hoc basis and they feel happy in contacting the care staff at any time.

People are communicated to in ways that best suit their needs when they are receiving care and support. People are treated with dignity and respect. Staff are skilled in communication, however, specialist training regarding sensory needs should be planned for staff to maintain their skills and knowledge and to keep up to date best practice guidance.

People's care plans are detailed and informs staff how best to support people to meet their personal outcomes. The staff team respond promptly to changes in care, support and health needs and complete necessary documentation to inform others of the changes. Staff receive daily handover meetings to discuss people’s current needs. People receive support to follow care routines and the home maintains high standards of personal care and presentation for all people living in the home. Staff deliver support in a caring and respectful way and communicate with people appropriately when doing so. Staff are kind, sensitive and show genuine affection to people. People have access to home cooked meals; fresh food is purchased on a regular basis and people are given a daily choice on what they would like to eat. People are offered drinks and snacks throughout the day.

Care staff have clear policies and procedures and know how to access documentation. All staff receive training in safeguarding and staff we spoke to know how to recognise signs of abuse and neglect and they understand their responsibilities.

Medication is stored, administered, and recorded safely and systems are in place to appropriately manage personal monies. People have regular access to health care services and appropriate referrals are made for advice from other professionals.

## Environment

The home is clean, warm, and welcoming. The environment meets people's individual needs. People are involved in personalising their bedrooms and decorating their space with things that matter to them. People told us they enjoy spending time in their rooms as well as being in the communal lounge to enjoy activities such as listening to music, crafts, jigsaw puzzles and using sensory items. There is a 'homely' feel and people told us they feel safe. The home is clean and well maintained. The management have good systems in place to monitor the cleanliness of the home and the equipment. The furniture is arranged to ensure that people can move around safely and independently.

The provider has good arrangements for maintaining servicing records relating to the utilities, fire safety equipment and equipment relating to care and support. The home is free from obvious hazards and the environment is monitored and maintained. There is a robust maintenance log. The RI visits the home on a regular basis and completes environmental checks and repair works are acted upon promptly. The provider is currently making renovations to update the kitchen in the property. People have an up-to-date personal evacuation plan.

People have access to a large rear garden which has a well kempt lawn area, a space for meeting visitors and a raised sensory garden. People told us they enjoy using the garden in the warmer weather. Formal meetings take place in the office, some people told us they prefer to have visitors in their bedrooms. People have a secure parking area to store their vehicles.

## Leadership and Management

The RI has excellent oversight of the service and is based at the home several times a week. People know who the RI and the management team are, staff and relatives speak very highly of their dedication and input to the service. Staff and relatives tell us that they have confidence in the management to deal with concerns or complaints promptly and professionally.

The RI completes three-monthly formal visits to monitor the quality of the service. The RI seeks the views from relatives and professionals through questionnaires, but staff and people using the service are not currently included in the feedback process. The provider is expected to put systems in place to ensure that the RI visits capture the views of people and staff at the service to inform service improvements. The RI assured us that they will take action to ensure views are being heard. A six-monthly quality care review identifies what the service is doing well and what improvements are required. The provider is making improvements to strengthen the information detailed in the review.

Care staff receive regular supervision, and most staff are up to date with training. Staff receive annual appraisals. The care home has safe recruitment and induction processes, and care staff receive excellent support to maintain their professional standards. Staff tell us that they *“Could not ask for a better employer”* and *“The training is good, and management is always available”* Staff tell us they feel supported.

Communication between staff team members is good. Staff can attend meetings, but it is not obvious if staff views, and ideas are invited to inform management on the quality of the service. Staff have not had the opportunity to meet as frequently as they are required to. The management team are proactive and hands-on, they work closely with staff and identify areas of good practice and areas of development.

The provider keeps the statement of purpose up to date with current information. It is not clear if this information is visible to people and visitors. The statement of purpose is reflective of the service people can expect to receive. People are given a Service User Guide that contains information on how to raise a concern or complaint. People have access to this document.

### 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
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8	The service provider must seek the views of people and others to be well informed on the quality of the service.	New
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