



Inspection Report on

Valebrook Care Home

Barry

Date Inspection Completed

28/09/2023

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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	26 September 2022
Does this service promote Welsh language and culture?	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 are very happy and settled living at Valebrook Care Home. Exceptionally dedicated care staff provide people with consistency of care. People are at the heart of the service and their rights and choices are listened to and respected. Teamwork is a strength of the service and there is a united approach to ensure the best outcomes for people. Care staff access up to date policies and benefit from strong guidance and support from management. Care documentation thoroughly informs care staff of how people want to be cared for and there is a great emphasis of what people like to do for themselves. People's goals and aspirations are a focus of the service.

There is exceptional and passionate leadership and management of the service. The responsible individual (RI) is visible and available to people, care staff, and visitors. Highly dedicated management guide and support a kind, compassionate and well-trained team of care staff. Systems for monitoring and improving the quality of the service is pro-active which is an improvement since the last inspection. Because of the high level of oversight any changes needed to enhance the quality of the service is prompt and effective.

Well-being

Information about Valebrook Care Home is available to people, representatives and visitors to the home. The statement of purpose fully and accurately describes the service people receive. People living at the home are extremely settled and care staff have exemplary knowledge about what is important to them. The service provider highly values the views and opinions of people, and they meet every month to talk about what they like and what would make things better for them. Every aspect of people's daily life is catered for, and they are encouraged to make day-to-day choices. For those who require additional support to make more complex decisions there are appropriate plans in place to ensure their rights and entitlements are fully protected. The service provider is a passionate and effective advocate ensuring people are treated with equality and respect. People experience greater health outcomes because of the service's dedication to inform and educate others of people's individual needs.

The service provider recognises and values the powerful impact of social inclusion and is creative at providing people with fantastic opportunities to enjoy themselves. The RI arranges twice weekly social gatherings. People get together and take part in activities; they take lunch together and spend time doing things that make them feel good. People are supported to choose what they want to do on a day-to day basis and individual hobbies and past-times are fully catered for. The service ensures people with unique support needs are included and take part in meaningful activities. Care staff use inspiring ways of communicating with people to meet their needs. They are empowered to learn new skills to increase independence and keep busy. People are actively involved in their care and support. Although there is nobody currently living in the home using the Welsh language, the provider has some signage in Welsh for visitors.

The service provider informs care staff of their roles and responsibilities, and they understand how to protect people from harm and abuse. The safeguarding policy is kept up to date and in-line with current guidance. Training and supervision of care staff is highly effective in maintaining the service provider's exemplary standards of care and support to people using the service.

Care and Support

People's care and support needs are met to a very high standard. Care documentation is person centred and fully informs care staff of what to do. The service encourages and includes people to review their personal plan. Health, well-being, and people's preferences are kept up to date. Communication between care staff and management is strong, meaning people receive exceptional continuity of care. Daily records detail the care and support people receive. We saw completed records are particularly informative. Records told us people receive the right care at the right time. During the inspection we observed exceptional care and support and an inspirational bond between people and care staff. We saw care staff being kind and respectful, treating people with genuine warmth and compassion.

Care staff support people to maintain impeccable hygiene standards. The personal plan tells staff how people wish to maintain their appearance. During our visit, we saw people are well dressed, their clothes are well kempt, and they have support to shop for new items when needed.

Medications are safely managed. There are effective procedures for receiving, storing, and administering medication. The personal plan tells care staff how to safely support people with their medication. Care staff receive medication training and management monitors competency annually to ensure they maintain their skills and knowledge. Weekly medication audits enable the service to identify and quickly resolve any issues. Medication administration charts tell us people receive the right medication at the right time.

People make daily choices about what they eat and drink. We saw they are included in meal planning and weekly shopping. The quality of the food at the service is very good and people tell us they enjoy it. Snacks and drinks are available throughout the day. We found menus to be varied and planned around people's tastes and preferences. Kitchen cupboards are well stocked with food and fresh produce. Care staff make a record of people's diet and weight. The manager audits the record which is highly effective in enabling the service to respond to any changes to a person's well-being.

People access health services and receive support to attend appointments and to stay as healthy as they can be. Records tell us care staff document health updates. The service completes onward referrals to other health professionals and strongly advocates for people to ensure their health needs are met.

Environment

The home is clean, warm, and welcoming. The environment fully meets people's needs. Bedrooms are personalised and an extension of people's identity. People enjoy spending time in their bedrooms because they have things around them that provide them with comfort and familiarity. There is a 'homely' feel and people tell us they feel safe. We saw people enjoying hobbies and past times in communal areas such as listening to music, completing puzzles, using sensory items, and enjoying one-to-one time with care staff. Hygiene standards in the home are consistently good with care staff completing regular cleaning routines. There are systems in place to monitor the cleanliness of the home and the equipment. All care staff are highly aware of the importance of keeping the furniture as it is to ensure it is safe for people to move about and be independent.

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. Regular environmental checks ensure repair works are acted upon promptly. Since the last inspection, there is a newly fitted kitchen, and the lounge is redecorated. Care staff told us people are included when deciding on décor for the home and chose the new wallpaper.

Equipment is available to support people to complete their daily activities. Records tell us the service works well with other health professionals to make sure the equipment is right for the person and used safely. The service provider is responsive to recommendations made by other agencies to continue to provide a safe place for people to live. Personal emergency evacuation plans are in place for people and fire drills are very well documented.

People have access to a large rear garden which has a well-kept lawn area, a space for meeting visitors in warmer weather and a raised sensory garden. People are welcome to receive guests and the provider keeps a record of who is entering the home. The provider is thoughtful about how the environment can positively impact on people's well-being. For some people the garden offers a place of comfort and reflection with care staff who are kind to people at the most sensitive of times.

Leadership and Management

There is excellent oversight and monitoring of the service. The RI visits the home on a regular basis and is available to people and care staff to offer guidance and support when needed. Pro-active and thorough governance arrangements show us the service provider is continually striving to improve the service people receive. The RI and management are passionate about the standard of care people receive. Since the last inspection, the RI has made great strides to redefine key roles and responsibilities. Care staff are empowered to develop their skills and management are leading the care team to achieve the best outcomes for people. Care staff and representatives tell us there is confidence in management to deal with concerns or worries promptly and professionally. Care staff told us they feel appreciated, valued and listened to.

The RI completes formal visits every three months to monitor the quality of the service. The service has made significant improvements on how they seek the views of people, care staff and visiting professionals. A six-monthly quality care review identifies what the service is doing well and what improvements are required. Since the last inspection, the RI has made impressive changes to the quality care review. It fully informs the provider the service is performing well.

Care staff receive regular and worthwhile supervision and annual appraisals. The provider consistently follows safe recruitment processes and provides care staff with information about their roles and responsibilities. Care staff complete a thorough induction and receive strong guidance and support to meet the high standards expected of them. Care staff are up to date with training, all hold relevant qualifications and are registered with Social Care Wales, the workforce regulator.

Regular staff meetings are held to keep everyone fully informed of any updates. Care staff told us “*Management are open, honest, and approachable.*” Policies and procedures are kept up to date and follow key guidance. The RI and management work closely with care staff and identify areas of good practice and areas of development. The well-being of care staff is of great importance to the provider. Teamwork is a strength of the service, and this positively impacts on the quality of life of people living in the home. Representatives told the service “*Goes above and beyond*” and the team are “*Warm and compassionate*”.

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
N/A	No non-compliance of this type was identified at this inspection	N/A
8	The service provider must seek the views of people and others to be well informed on the quality of the service.	Achieved

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Date Published 14/11/2023