



Inspection Report on
Vale Community Resource Service

Barry Hospital
Colcot Road
Barry
CF62 8YH

Date Inspection Completed

13/01/2022

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About Vale Community Resource Service

Type of care provided	Domiciliary Support Service
Registered Provider	Vale of Glamorgan Council Adults and Children's Services
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the service registered under the 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

People are extremely happy with the service they receive, and speak very highly of the service and the staff who provide their care. People using the service are fully consulted with, and involved in the planning of their care and future goals. Care documentation is thorough, robust and reviewed regularly. The personal plans of care reflect people's individual well-being outcomes. Staff working at Vale Community Resource Service (VCRS) are happy in their work and feel valued. Staff receive appropriate training to undertake their roles and have formal supervision regularly, but can make contact with management at any time should they require additional support. The service has appropriate policies and procedures in place for the smooth running of the service. Complaints to the service are taken very seriously and the management understand their requirements in regard to safeguarding procedures. The Responsible Individual (RI) has excellent oversight of the service and produces reports to reflect their visits to the service. VCRS has robust quality assurance processes in place, to ensure that people receive a quality service at all times.

Well-being

People can be confident they have control over their lives. VCRS work together with people, who are encouraged to set their own goals and well-being outcomes. Personal plans of care are developed with service users and their families input, which ensures they are person specific. These documents are reviewed regularly and updated and amended as required. People have a choice in what times their care calls are delivered and what tasks are undertaken during the calls. People told us that they receive a good service, which has promoted their independence by enabling them to remain living in their own homes. There are quality assurance processes in place which includes seeking the views of people using the service. VCRS has a robust complaints policy in place which ensures people are listened to at all times.

People are treated with dignity and respect. Care staff receive appropriate training and support to ensure they are equipped to undertake their roles. People we spoke with were complimentary about the staff who provide their care, and told us staff do so with kindness and compassion. Care workers continuity is good which enables them to build good working relationships with the people they support, and enables people to receive the care in the way they would prefer. Care workers are given adequate travel time which ensures that they have the time to dedicate to each person they care for without rushing.

People can be assured they are protected from abuse and harm. VCRS has a robust safeguarding policy in place, and the management understand the safeguarding processes and procedures of the Local Authority. Safeguarding referrals are made as required then stored centrally, with outcomes recorded. Safeguarding referrals and complaints are monitored as part of quality assurance processes. All staff receive training in the safeguarding of adults at risk of abuse, which is refreshed annually or sooner if required. Staff recruitment is safe and robust with pre-employment checks being carried out prior to staff commencing their roles. There is a system in place to ensure that Disclosure and Barring Service (DBS) certificates are renewed every three years.

Care and Development

People can be assured that their voice is heard. Service users and their families are at the centre of care planning, with care plans being built around individual needs and goals. People's voices are evident throughout care plans. Documentation is person centred and reviewed regularly to ensure it is current and any amendments are made as soon as possible. We note personal plans also describe tasks people can do as well as areas where support is required. People told us they have choice in regard to the time of their care calls, which is agreed at the start of the service, and office staff are very accommodating if they need to change call times. One person we spoke with told us "*they not only support my spouse, but they support me as the main carer, which makes life so much easier*". This indicates VCRS takes account of people's personal situations and support them appropriately.

People get the right care at the right time. Care plans are goal orientated and clearly set out the aims of the package and how these aims are to be achieved. Length and times of care calls are determined by individual needs to ensure people get the right support. People we spoke with were very complimentary of the service and described it as "*gold star*", "*excellent and outstanding*". One person told us that their spouse had regained the ability to walk following a fall, and said this was "*down to the intense physio they received from VCRS*". People speak very highly of care staff and described them as "*lovely people, who are genuinely interested in them and actually care*". They also told us that staff generally arrive on time and have time to complete all required tasks, and always ask if there is anything else they can do before they leave. We examined staff rotas and saw that adequate travel time is given to staff between calls. Staff we spoke with told us they have time to complete their calls without rushing and if they ever get delayed at a person's home the office will rearrange rotas so no calls are missed. One staff member advised that additional time needed for donning and doffing of Personal Protective Equipment (PPE) because of the Covid-19 pandemic had made call times a little tighter but this is getting easier.

Leadership and Management

People benefit from the leadership and management in place. VCRS have a nominated RI, who has excellent oversight of the service, and a manager who is registered with Social Care Wales (SCW) the workforce regulator. The RI completes visits to the service as required under the regulations and completes a report detailing the findings of the visit. The manager oversees the day to day running of the service and communicates well with the RI between the scheduled visits. VCRS employs a quality and compliance manager who supports quality assurance processes, which includes seeking the views of the people using the service, and staff working the service. The report outlines areas of good practice and also areas that can be further developed, to ensure that people continue to receive a quality service. A staff member we spoke with told us *“there has been lots of changes over the years, and all for the better”*, which demonstrates the services commitment to making improvements. There are robust policies in place for the smooth running of the service, including a complaints policy. One person we spoke to told us *“I made a complaint which was taken seriously, I was listen to and the matter was dealt with quickly”*. Complaints, compliments and safeguarding referrals are stored centrally and audited as part of the quality assurance processes at the service. The compliments file contained a large number of letters and cards from service users thanking the service and staff for the service they receive.

People can be confident that they are supported by staff who are recruited safely. We viewed a selection of staff personal files and found that they contained the required information. There was one file missing copies of identification, but we were assured that this would be rectified immediately, as the identification had been received and checked. We saw evidence that pre-employment checks including references and DBS certificates are applied for prior to employment commencing. This is important as they determine a person’s suitability to work with vulnerable people. We viewed the staff training and supervision matrix and found that staff are well trained and receive formal supervision every three months as per the regulations. Staff we spoke with told us that they are very happy working at VCRS and said things such as *“I love my job”*, *“it’s a fantastic place to work”* and *“management are always at the end of the phone, day or night”*. Staff also told us that they feel well supported and feel well equipped to do their jobs.

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	N/A

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