



## Inspection Report on

**Domiciliary Care Service at Value Independence**

**101 -101a Charles Street  
Milford Haven  
SA73 2HL**

**Date Inspection Completed**

10/01/2023

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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	
Does this service provide the Welsh Language active offer?	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

People receive a safe and reliable service and are supported by care workers who are familiar with their individual needs and wishes. Written information about the service is available. The domiciliary support service runs alongside a vibrant and active day service which is operated by the same providers and people are able to access the wide variety of activities taking place in the centre.

Care workers receive a good level of training in order to support them in their roles. Pre-employment checks are carried out when new staff are recruited. Care workers are motivated and supported by approachable managers who are open and responsive to feedback from others. The RI is very present within the service and knows people and staff well. There are robust systems in place to monitor service standards.

## Well-being

The service actively promotes people's rights. People are given written information about the service so they know what to expect. People's care preferences and routines are clearly outlined within their personal plans. Care workers encourage people to have choice and control over how they are supported. The management team regularly check that people are satisfied with the service they are receiving. The service has a complaints policy and responds to verbal and written feedback promptly.

The service has systems in place to help protect people from harm and abuse. People receive their care at the right time and for the required duration. Care workers complete training in relation to safeguarding adults at risk. They monitor people's well-being and report changes or concerns to senior staff. The service has safeguarding policies that explain what abuse is and outline staff roles and responsibilities. Care workers have easy access to the service's policies and procedures, which they are able to discuss during their formal, individual supervision. The service recruits staff safely.

People are very satisfied with the service they receive. Care workers provide people with the level of care and support they need to promote their health and independence. Care workers are appropriately trained to support people with their medication and prompt action is taken in response to any concerns. Mandatory and specialist training is available to give staff the skills they need to carry out their roles effectively. The service promotes a good standard of hygiene and infection control. Appropriate measures have been implemented in response to Covid-19. Managers regularly monitor standards to ensure the service is being provided safely and to identify any areas for improvement. The service is being provided in line with its statement of purpose.

People are able to develop good relationships with the care workers supporting them. Care workers regularly care for the same people, which allows them to become familiar with their individual needs and preferences. The service communicates well with people and their families. Sufficient staff are available to meet the needs of people using the service.

## Care and Support

The service carries out assessments to determine whether it is able to meet people's particular care and support needs. People receive written information about what they can expect to from the service. The service works with people to develop detailed personal plans that outline the level of care and support people need and want. These are regularly reviewed and updated as needed to ensure that they remain current and appropriate. People receive a very good standard of care and support from care workers who respect their care preferences and routines. Relatives are pleased with how well the service communicates with them. Records show that people are contacted frequently to see if they are happy with the service they are receiving. We found that the service makes positive changes in response to the feedback people give.

The service promotes a good standard of hygiene and infection control. Care workers wear appropriate personal protective equipment (PPE) when supporting people. Care workers treat people's belongings with respect and leave their property in good order. Records show that care workers have completed training in infection prevention and control.

The service promotes people's rights. Care workers know people well and are aware of how they like to be supported, their likes, dislikes and preferences. Care workers ensure that people are consulted about their care and support and ensure they have control over their daily activity. People's preferred routines are set out within their personal plans and individual outcomes are identified and measured through reviews. The service supports people to maintain important relationships and provides opportunities for them to form new friendships. People are encouraged and supported to attend a wide variety of activities in the adjoining day service which is also operated by the providers.

## Environment

## Leadership and Management

Effective governance arrangements are in place which put people at the heart of the service. Care workers benefit from clear and easily accessible policies and procedures to assist them in their roles. Care workers are well informed and know what actions to take in relation to safeguarding and whistle blowing. There is good oversight by the RI, evidenced through discussion and observation of the quality of care reports. At present information about the day service and the domiciliary support service is included in one document. The manager discussed her intention to separate this information into two separate reports.

The management team are highly committed and passionate about the service and the people they support. The care team said that they feel well supported by the RI and by the managers. They, in turn, spoke highly of the care team, praising their commitment and hard work. The management team maintain good communication through regular meetings. The managers are highly visible in the service and know the people being supported very well.

The service has a small team of staff who consistently care for the same people. This supports the development of good relationships. The service has enough staff to meet the needs of the people currently being supported. The service is actively seeking to recruit staff in order to ensure that sufficient staff continue to be available. Care workers arrive at calls when expected and give people the time and care they need.

Care workers are appropriately recruited and trained. Records show that the service carries out the necessary pre-employment checks before appointing new staff. Documentation shows that care workers complete a range of relevant training, which includes first aid and safeguarding adults at risk. Care workers told us that they are happy with the training provided to them, which is delivered both online and face-to-face. They said that they feel well trained to meet the needs of the people they support. They also told us that any requests for additional training are met whenever possible. Records show that care workers receive regular formal supervision. They told us that informal supervision is available at all times from colleagues, senior members of staff, the managers and the RI. Care workers told us that staff morale is good and this appeared to be the case throughout the inspection. Care workers spoke of their work with enthusiasm and motivation.

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