



## Inspection Report on

**Care in the Vale**

**Care In The Vale  
13 High Street  
Barry  
CF62 7EA**

## **Date Inspection Completed**

01 April 2022

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## About Care in the Vale

Type of care provided	Domiciliary Support Service
Registered Provider	Care-in-Wales Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since registration 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

'Care In The Vale' provides care and support to people in their own homes within Barry and the wider Vale of Glamorgan area. The service provider has nominated a responsible individual (RI) to oversee the service. They provide support for a registered manager who undertakes the day-to-day running of the service. Improvement is required around the duties of the RI in relation to more formal supervision of the manager. Systems are in place for the smooth running of the service.

People receive care from an experienced, well-trained staff team in accordance with their care plan. The service successfully focuses on training and registration of staff. Care staff feel supported by the management and like working for a care service that is considerate of people and their needs. Care staff are passionate about quality care delivery.

Documentation is in place to support care delivery and recording. Some improvement is required around recording medication. People's health and well-being are maintained or improved by the care provided. People like the care workers and speak highly of the service, with statements such as "*couldn't do better,*" "*would recommend to anyone.*"

## Well-being

Information is available to let people know what the service offers, so they can make choices. The service is looking to add further information to assessments in order to give people more choice around details such as preferred language. People can contribute to what they want the service to help them with through detailed assessments.

Representatives can help with this if people find decision making difficult. People have reviews of their care and care plans, allowing them to identify any changes they require to the service, and allowing professionals to help with any identified change in need.

People are kept as safe as possible by the service. Risk assessments are in place to support care workers and people using the service. Care workers receive appropriate training in health and safety, but also around keeping vulnerable people safe from abuse. There is a complaints procedure in place with clear information. People told us they knew how to raise issues if they had any and that communication with the office staff was easy. They did not have any concerns and described the service as “*tremendous*” and “*wonderful*.”

Support is given to help people to stay as healthy and active as possible, maintaining independence in their own homes. Detailed records are kept to show meal and drink choices and intake. People who have specific health needs have the level of support they need outlined in the care plan, and this is delivered accordingly. Medication administration is provided to people who need this. Relatives told us they had no concerns about medication administration, but we found some gaps in records, which the service is now addressing.

Good working relationships are developed between care workers and people who use the service, and people generally receive care from regular care workers. This supports people with their well-being. Some people who use the service find change difficult so the service tries to provide consistent care workers at regular call times, but this has not always been possible during the recent pandemic. People and their families show understanding of this situation and the manager told us how patient people have been during these difficult times.

## Care and Support

Documents including a 'Statement of Purpose' and 'Hearing From You' provide people with information about what they can expect of the service before they use it. Personal plans are developed by the service, considering any care plans provided by the local authority or health board. The service assessment of people's needs also ensures information is gathered from the individual or their relatives, so that care plans record how people like things done. Some plans show people's language preference, but this is not routinely considered. Care plans give clear directions to care workers on how best to support and care for people. These are available in people's own homes for reference. The care plans are reviewed in consultation with people or their representatives. Reviews inform the actions the service needs to take. We saw people had relevant referrals to health professionals.

People receive appropriate care from a very well-trained care workforce. Care workers record the care and support they deliver on a daily basis on documents. These are detailed and show care is delivered in line with care plans. They also show the times the care workers arrive and leave, evidencing the calls are within agreed call times. One family member we consulted explained that some call times have been a little late, affecting meal times, but showed understanding that the current pandemic has put additional pressure on the service to cover calls. The care workers make every effort to contact people to let them know if they are going to be late. Daily records are supported by a communication log, allowing families and other people involved to understand any changes or immediate action that is required.

Medication prompting or administration is provided by the service for those people who require this. This is clearly recorded in care plans, with relevant risk assessments in place. A policy and procedures are in place regarding medication to guide staff, in addition to training. Records are kept to show medication administration but these do not follow the guidelines set out in recognised guidance. Immediate action was taken by the manager to understand why records were not accurate and outline the process that would be followed to address this. This is an area for improvement and we will follow it up at the next inspection.

People who use the service consider the care to be good. One person told us how their relative had improved since receiving care from the service, paying particular attention to skin care, with professional input from district nurses used if required. People develop good working relationships with care workers and like to see the same faces, though they understand this is not always possible. Care workers are described as "*absolutely great.*"

## Leadership and Management

Care In Wales is an established organisation, of which Care In the Vale is a part. The RI represents the service provider and supports the manager and wider staff of the service. The values of the provider are based on genuine care of people and can be seen reflected throughout the service. Care workers tell us that “*the company is genuine*” and “*there’s a real community spirit,*” with all staff telling us they feel supported. Like many services, the current pandemic has impacted, with shortages of staff. The service provider is focusing on the recruitment and retention of new staff as part of development plans. Formal supervision meetings of the manager have not been completed by the RI. During the current pandemic, the RI has not been able to consult with people in their own homes, but has consulted people via telephone. Notifications to the regulator are not always submitted. We viewed four policies. All four had not been reviewed since January 2020, therefore care workers cannot be confident that information they need to follow is current. Whilst there is no immediate action required, this is an area for improvement, and we will consider this at the next inspection.

Care workers are recruited safely, with all pre-employment checks conducted. Organised personnel files contain the necessary documentation. The manager has very good systems in place, with thorough checks to show care workers are suitable to work with vulnerable adults in the community. The induction process provides care workers with a good foundation of knowledge so they can undertake their role. This is supported with ongoing training opportunities. The service has a dedicated trainer. There is a focus on training, supporting care workers to achieve a qualification that allows them to register with Social Care Wales (SCW), the social care workforce regulator. All regular care workers are registered with SCW. Newer members of staff are supported with training to help them register in due course. Care workers have supervision meetings with a line manager. Care workers are supported with resources such as mobile phones and personal insurance. Care workers are consulted about their contracts and flexibility is offered.

Systems are in place and these are mostly followed so that the service is run smoothly. Electronic systems allow office staff to monitor call times and if a call is likely to be running late, they can take action. This information is analysed to help the service improve. Consideration of complaints, compliments, care plan reviews and surveys also provide information which is used to help the service improve.

### 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
58	Medication records are not completed in accordance with current guidelines.	New
66	The responsible individual is not undertaking some aspects of their duties in relation to more formal	New

	supervision of the manager and oversight of the management of the service.	
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**Date Published** 06/05/2022