



Inspection Report on

Green Valley Care

**74 Broad Street
Blaenavon
Pontypool
NP4 9NF**

Date Inspection Completed

25/07/2024

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About Green Valley Care

Type of care provided	Domiciliary Support Service
Registered Provider	Green Valley Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	13 September 2022
Does this service promote Welsh language and culture?	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

Green Valley Care offer person-centred and meaningful care and support to people living in their own properties. People are supported by a consistent and dedicated staff team, who treat them with dignity and respect. Staff have built-up strong and meaningful relationships with people and support them to do the things that matter to them. Varied and plentiful activities mean people live fulfilled lives. Comprehensive personal plans outline people's support needs, meaning staff have sufficient information to support people to achieve well-being.

Robust quality assurance and governance processes gives the Responsible Individual (RI) comprehensive oversight of the service provided. The RI knows people well and carries out their regulatory duties in a diligent manner. A stable and dedicated management team allows the service to run effectively, ensuring there is a sound basis for providing high quality care and support to people.

Staff have the appropriate skills and experience to fulfil their roles. Staff are well-supported via regular and meaningful supervision and appraisal. All staff, people, and people's families we spoke with offered excellent feedback about the service provided, highlighting the service provider's dedication to meeting people's needs and ensuring their well-being.

Well-being

People have as much control over their daily lives as possible. People have access to the right information and understand what care and support is available to them to help them achieve well-being. A reader-friendly Service User Guide (SUG) outlines how the service provider can meet people's needs. People's rights are discussed in a way they will understand, and their voices are heard and listened to. People's feedback is regularly sought via resident meetings and surveys. This feedback is used to improve the service provided. Alternative communication methods, such as pictorial aids or assisted technology, are always tried and used for people who do not communicate in a typical way. Where people cannot communicate, their loved ones can speak on their behalf. Care and support is offered in-line with the Welsh Active Offer. Some staff members are Welsh-speakers and can deliver support through the medium of Welsh, if people want it. People are also supported to communicate through and learn other languages of their choosing.

The service provider goes above and beyond to ensure people's care and support is tailored around their individual circumstances. People's personalities and needs are considered during the staff recruitment process, and staff are matched to people based on their interests. One person told us their keyworker shares in similar music tastes and is supporting them to an alternative music festival this year. Co-tenancies are regularly reviewed to ensure people are compatible with other people living in their home. People are supported by familiar staff to do the things that are important to them, and which help them learn and develop. People take part in a wide range of activities, educational courses, and volunteering opportunities of their choosing. One person told us staff helped them secure an allotment plot so they could develop their interest in gardening. Another person told us staff are helping them plan a trip to a seaside resort they have always wanted to visit. The service provider is developing some in-house resident training packages based on people's interests to help them expand their knowledge in specific educational areas.

The service provider consistently makes effort to ensure people feel valued and have a sense of belonging. People are encouraged to maintain close relationships and friendships and are supported to engage and make contribution to their community. Two people with shared interests have recently enjoyed holidaying together. Other people volunteer at their local community centres and charity shops, whilst some people take part in litter picking for their local community. The service provider encourages all people it supports to meet regularly to socialise and build up strong bonds of friendships with each other.

Care and Support

People receive tailored care and support to meet their individual needs and wishes. This approach is set out in the Statement of Purpose (SOP) and is underpinned by robust policies and procedures. The service provider has ample staff and resources to meet people's needs in a consistent and creative way. Staffing arrangements provide consistency of care for people.

People are treated with dignity and respect by a familiar and dedicated staff team. Staff and the management team go above and beyond to ensure people feel empowered and valued. Independence is promoted for as long as possible. People are consistently supported to fulfil their potential and do the things that matter to them and make them happy. Well-being outcomes are developed with people for them to work towards to improve their quality of life. These are regularly reviewed to ensure they are still relevant and beneficial for people. Staff and the management team seek out appropriate opportunities for people so that they can participate in life-long learning and hobbies. One person told us their co-residents and staff team feel like *'One big family.'* Another person described the staff team as *'Excellent.'*

People's personal plans comprehensively outline their emotional and physical care and support needs and are person-centred in nature. This means they are co-produced with people and written from their perspective to include what is meaningful to them. The service provider responds positively to people's emotional needs. Staff help people feel safe and secure and are appropriately trained to support people manage their behaviours in a positive way. People are supported to stay healthy. The service provider has built up good working relationships with other professionals, and a multi-disciplinary approach is taken to ensure people achieve health and well-being. A visiting professional at the time of our inspection described the service provider as *'Very communicative'* and *'Up there with the best providers.'*

The service provider goes above and beyond to build strong relationships with people's families. One family member described the service manager as *'Methodical'* and *'Absolutely brilliant'*, and said *'They [the service manager] is always there when I need support.'* The family member told us *'I couldn't wish for a better company. I haven't looked back.'* Another family member told us *'They [the service provider] provide excellent care and support.'*

People are safeguarded from harm, neglect, and abuse. Robust safeguarding protocols and a comprehensive safeguarding policy help to keep people safe. Staff are well-trained and know how to raise a safeguarding concern. People receive their medication in-line with their prescription to keep them as healthy as possible. Robust risk management plans help to mitigate risk and keep people safe.

Leadership and Management

Robust quality assurance and governance arrangements means there is comprehensive oversight of the service provided. Comprehensive policies and procedures underpin a well-run service. Effective audit systems review progress and informs the development of the service, ensuring continual development and improvement. This includes a record of people's well-being progress, which informs the RI of how much people have progressed since being supported by the service. We reviewed these progress logs and found people's well-being and quality of lives have improved since being supported by the service provider.

The RI undertakes their regulatory duties in a diligent manner. They have good oversight of the service provided, meaning they can be confident that care and support is being delivered in-line with the SOP and in a way which best meets people's needs. The RI regularly meets with people, their families, and staff to obtain feedback which is used to improve the service provided. People told us the RI has a regular presence in their homes and acts promptly on feedback. There are clear lines of accountability between the RI and management team, who work together to provide the best possible outcomes for people.

People are supported by an appropriate number of staff who are suitably fit and have the knowledge, competency, and skills to safely care for people. Staff recruitment is safe and robust. Staff undergo a thorough induction period and regular competency checks to ensure they are competent for the role. Staff are well-trained in core and specialist training and have access to continual development opportunities. Staff told us they had completed all mandatory training and had access to people's personal plans prior to commencing care duties, which they found beneficial. All staff we spoke to told us training is a good quality.

Staff are well supported by the service provider. Staff receive regular and meaningful supervision and appraisal which discuss any personal issues and professional development needs. Staff well-being is important to the service provider. One staff member told us *'[The service provider] accommodates staff wellbeing and care about our mental health by giving us shifts that are suitable for us. They always give us a voice to speak up and protect us in every way they can.'* All the staff we spoke to feel the service provides good quality care. One staff member told us *'[The service provider] is very caring. They care for clients and staff'*.

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