



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Valebrook Care Home



Barry



01446738282

Date(s) of inspection visit(s):

23/04/2025

Service Information:

Operated by:	Valebrook Care Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Valebrook Care Home is a small service situated in Barry, with local amenities and attractions within easy reach. People are content, settled and receive a high standard of care and support from dedicated and compassionate care staff. Outcomes for people are exceptional because care staff know people extremely well, and the provider prioritises people's well-being. People access medical professionals and receive effective support to be as well as they can be. The service is responsive when there are changes in a person's health. People live in a nurturing environment where all care staff and management present a united approach to delivering the best outcomes for people.

The organisational structure is stable, reliable and highly effective in delivering a high-quality service. Care staff benefit from regular training and supervision, and care staff well-being is valued. The responsible individual (RI) completes quality monitoring of the service with good effect. There are systems in place to protect people from harm and neglect. We rate people's well-being, care and support, and leadership and management as excellent, because personal outcomes are at the heart of the service. The rating for environment is good.

Findings:



Well-being

Excellent

All people are treated with dignity and respect. The service encourages people to participate in identifying their goals and aspirations. They are an active part of how the service meets their care and support needs. This means the support they receive ensures they maintain independence as much as possible during day-to-day tasks and decision making. We saw care staff interacting with people in ways which enables their participation, whilst acknowledging their individuality and unique communication needs. There is an outstanding and clear commitment from the provider and all care staff to ensure people are listened to. We saw excellent examples where the service strongly advocates on behalf of people to ensure they achieve the best possible primary health care outcomes.

The service offers people choice in their daily activities, which follows their personal plans, hobbies, interests and aspirations. People take part in social events they enjoy depending on personal choice. The provider arranges a 'Friends and Family' social group which meet weekly. People at the service choose when they attend and for some, they decide to do something different on a 1-1 basis. We saw people engaging in meaningful activities during inspection, and they are busy during the day as much as they choose to be. Care staff are complimentary and extremely encouraging when supporting people with hobbies, such as jigsaw puzzles or craft. We heard lots of singing, laughter and joy between people and care staff. The service ensures people are treated with equality. They fully cater for those with specialist sensory needs to do things they enjoy which gives them comfort and familiarity. We saw photographs of people enjoying trips out, seasonal celebrations, such as pumpkin picking, Christmas parties, BBQs and special birthday celebrations where they meet with friends.

People have enriching experiences because of the nurturing culture of the service which provides people with a sense of belonging. Care staff and visitors liken the service to being a 'family'. Giving people the opportunity to experience wonderful moments such as sharing the joy of meeting a new baby, to celebrating staff birthdays. People receive exceptional support to connect with others who are important to them. The service is sensitive to the needs of people who no longer have visitors and supports them to reminisce in a comforting and peaceful way. The service creates opportunities for people to enjoy a fulfilling and rewarding life.



Care & Support

Excellent

People receive exemplary care and support to achieve their personal outcomes, and they experience care and support which is dignified and respectful. People have meaningful interactions with care staff and benefit from receiving care from a consistent and compassionate staff team, who know them extremely well. We saw care staff being kind, friendly and treating people with genuine warmth.

The service completes a personal plan to inform care staff of how to best support a person. The plans are highly detailed and informative. We found plans to be strengths-based, focussing on what people can do for themselves. Key staff at the service involve people to complete regular reviews of the personal plan and important changes are well-documented. People's representatives attend meetings whenever possible. People's medication is safely managed and administered by trained and competent care staff. Daily medication records are complete. People access other medical professionals to review medication, and to attend health appointments. The service considers people's best interests when making any changes to their care and support. People are achieving excellent health outcomes because of the procedures and vigilance of the service to identify any subtle changes in people's well-being.

We observed care being delivered in-line with people's needs and preferences. Care staff listen and respect people's day-to-day choices regarding personal care, grooming routines and how people choose to dress. The service effectively promotes good oral care, and some care staff are oral care champions. This means they receive additional training to provide optimum support during oral health routines. People are given flexibility in their daily routine. This promotes their independence and control over their care. People have access to a wide variety of home-cooked meals. The service caters for a variety of dietary needs and preferences. We saw people enjoying their mealtimes together. For those with additional support needs with eating and drinking, people receive input from Speech and Language therapists with effective outcomes.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities, we observed infection control practice to be good throughout the home.



Environment

Good

People live in an environment with access to appropriate and well-maintained facilities and equipment. We found the home to be warm, comfortable, welcoming, and a well-lit environment with easy access to the outdoors. The home is redecorated throughout with the provider significantly investing in home improvements. People appreciate the new décor. The service includes people when making decisions about décor changes in the home, including how they wish their bedrooms to look.

Each bedroom has new flooring and new furniture. One person told us they chose their bedroom furniture on-line with support from care staff. We saw bedrooms are decorated in a way which expresses people's personalities, interests and comfort needs. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds and moving and handling equipment. People have ample supplies of items such as personal toiletries to complete their daily routines. Routine checks and monitoring of the environment means actions are taken promptly to address any repairs or wear and tear. The communal bathroom gives people dignity, safety, and accessibility with enough space to accommodate the various needs of people.

Risks to health and safety are identified, mitigated, and reduced. There is effective monitoring and auditing of the environment and maintenance of the home is good. We found cleaning regimes and standards of hygiene throughout the home to be good. The service provider ensures the premises comply with current legislation in relation to health and safety, fire safety, environmental health and the Food Standards Agency (FSA). The service has an FSA rating of 5, which is 'very good'. We observed good practice with food storage, handling and preparation.

The rear garden is accessible, with a lawn area, a patio where people socialise and raised beds for planting. People value the garden as it holds special memories for some. People are pleased about the addition of a new bird table, because bird watching is something they enjoy doing. Security arrangements are in place and effective. We found locked areas to keep people safe, such as the medication cupboard. Other risk areas in the home, such as the utility room is not accessible to people, to ensure their safety and well-being.



Leadership & Management

Excellent

The organisational structure is clear, and leadership and management are highly effective. People, care staff and visitors have high levels of confidence in the service because there is a strong positive culture which is supportive, inclusive and respectful. The RI and the manager are visible and available and are extremely knowledgeable about the needs and preferences of people. This means care staff receive successful guidance and support which positively impacts on people's well-being. Auditing systems work well to monitor the quality of the service. The RI completes formal visits to the service to speak with people and care staff, and they sample records relating to care and support, the environment and health and safety. The RI completes the quality-of care review which informs the provider the service is working effectively to meet people's needs. Quality assurance activities work well in identifying areas the service wishes to develop, to support the well-being of people and care staff. The service is extremely responsive to people's developing health needs, because systems, procedures and management are successful, meaning early interventions are highly effective.

People and care staff are confident in providing feedback to the provider because they know it is welcomed and responded to in a spirit of partnership and co-production. Care staff told us management "*Invite ideas from staff, such as arranging events and activities for people, they appreciate our input.*" Care staff understand their roles and responsibilities to report concerns to the provider and trust all matters will be taken seriously. Care staff are unanimous in telling us teamwork and communication is a strength of the service, meaning they are always kept informed about people's needs and service updates.

People achieve excellent outcomes because the provider has a consistent and stable staff team who are skilled and knowledgeable. There are contingency plans to ensure people are always cared for by care staff who know them well and maintain high quality care. All care staff hold a relevant qualification in health and social care. Disclosure and barring certificates are in date and all care staff are registered with Social Care Wales, the workforce regulator. Training, supervision and appraisal records are complete, and care staff told us they are "*Very well supported.*" The provider is proactive in accessing training where there is a direct benefit to the outcomes for people living at the service.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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