Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Vale Senior Care Ltd.

Upper Office
5 Corporation Buildings
Back Row
Denbigh
LL16 3TE

Date Inspection Completed

03/02/2025

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Vale Senior Care Ltd.

Type of care provided	Domiciliary Support Service
Registered Provider	Vale Senior Care Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	23 January 2024
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

People are supported by kind and friendly care staff, who ensure all their care and support needs are met. People can ask for assistance with additional tasks, such as collecting items from the shops or prescriptions, and enjoy chatting to care staff during their visits. The manager and staff team are always willing to consider additional assistance they can provide to ensure people feel well supported and reduce the risk of loneliness and isolation. This has included assisting them to access community groups for funding for equipment. Care staff assist people to maintain as much independence as possible, assisting them to complete tasks for themselves, and providing additional support and care as needed.

The manager and responsible individual (RI) are heavily involved in the service and are included in the rota delivering 'hands on' care. They know people well and are approachable and responsive if people have any worries or concerns. They are careful to consider the wellbeing of their staff, ensuring there is open communication with the staff team and providing good support to them.

Well-being

People's individual needs and wishes are considered in the delivery of their care. People told us the care and support they receive meets their needs and they can ask care staff to help with additional tasks when needed. The manager ensures extra time to complete visits is requested from social services where this is required to meet people's needs. People we spoke with told us care staff treat them with dignity and respect. They attend their visits on time and usually let them know if they are running late. People and relatives told us the service provides care and support that is '*above and beyond*' their expectations. One relative told us how during bad weather the manager had offered to pick up shopping for their loved one. We were also told prescriptions had been collected when needed with no extra charge. A professional we spoke with described the service as, "*absolutely excellent*."

Care staff ensure people's physical and mental health needs are met. They ensure health conditions are monitored in line with the advice of health and social care professionals. We saw evidence that food and fluid charts are completed where these are required. The manager makes referrals to social services and healthcare professionals when there are concerns for people's health and wellbeing, to ensure people have access to the support they need.

People are kept safe from the risk of abuse and neglect. Care staff are trained in safeguarding. They told us they have confidence in the manager and RI to address any concerns they raise. People told us they know how to contact the service with queries or to raise concerns, and the office manager has been helpful when they have contacted them.

The service provider organises some social events throughout the year for people. We saw photos of a Christmas social event, and one person told us they enjoy the opportunity to meet others at 'tea and cake' catch ups. People receive a monthly newsletter, containing news about the service and remembering birthdays for people and staff. The newsletter highlighted a local community service providing Christmas dinners which people could access. On Christmas Day, care staff supported some people to attend the meal or collected a Christmas dinner for them if they wished.

The office manager speaks fluent Welsh and some care staff also have skills in the language. They are allocated to people who speak Welsh where possible. The newsletter includes Welsh days of celebration such as St Dwynwen's Day.

Care and Support

People's individual needs and wishes are considered in the delivery of their care and support. People and relatives told us they are consulted for their views and people feel

comfortable and confident with the care staff who visit them. Personal plans reflect information provided by health and social care professionals in their assessments. Care staff ensure care is delivered in line with personal plans. People told us they were happy with their care. Personal plans are reviewed every three months and any changes are recorded. Care staff support people to maintain as much independence as they can, assisting them to prepare meals if they are able, rather than doing this for them. Daily notes are person centred, recording details about how the person is feeling on each visit, as well as providing a record of the tasks completed. The provider tries to ensure consistent care staff when requested and people receive a weekly rota so they know who to expect and when. One relative told us the care is "*absolutely excellent*". A person we spoke with told us, "*I couldn't be better looked after*".

Care staff ensure people's physical and mental health needs are met. They make referrals to health and social care professionals when required. We saw the manager had made referrals to social services for a review when people's needs have changed. We also saw referrals are made to occupational therapists when required, so people have access to the specialist equipment they need. People have food and fluid charts in place when their dietary intake needs to be monitored. People's mental health and wellbeing needs are considered, with the manager sourcing grants and funding which may benefit people, such as funding for audio books, and tablets. One person told us how the service had supported them to be digitally included.

There are now safe systems in place for the administration of medications. A new medication administration record (MAR) chart has been created and this provides a clear recording space for medication. The full details of each medication and how it should be taken is included, and the charts are fully completed, recording any reasons a medication has not be administered. Care staff complete medication training and medication competency checks are completed. This was an area for improvement at the last inspection which has now been met.

Leadership and Management

People are supported by care staff who are skilled and receive the training they need for their role. The office manager ensures recruitment checks are undertaken for all new staff and we saw evidence of disclosure and barring service (DBS) and reference checks. Most

care staff are registered with Social Care Wales, and newer staff are in the process of applying. Care staff have received an annual appraisal, and receive regular supervision, giving them an opportunity to raise any concerns and consider any learning and development needs. There are messaging groups set up for communicating with each other and to pass on any important information. All the staff we spoke to told us this is effective and they have good communication with management and feel well supported. Care staff have access to online training, and this is regularly renewed. The service is going to consider and set renewal timescales so the frequency this needs to be completed is clear. The service can arrange face to face training for specialist needs, and although there has not been the need for this recently, care staff have received training in specialist areas such as lymphedema. At the last inspection, there was an area for improvement around supervision, appraisals, and training, this has now been met.

The manager and RI are committed to providing a good quality service to the people they support and ensuring care staff feel well supported in their roles. They provide a 'hands on' approach delivering care and support to people alongside the rest of the team. We spoke to care staff, people and relatives; everyone we spoke to spoke warmly of them. We were told "*Nothing is too much trouble*" and *"[They] are the best boss I have ever had*." The manager completes spot checks and medication competency checks of care staff to ensure they are confident and competent in their role. The RI completes a three-monthly report, recording engagement with people and staff, consulting them for their views. These record any required action which is taken. The manager and RI show care and compassion towards people and undertake activities which are additional to the care package provided, such as supporting them with a walk or a trip out for lunch. The office manager completes a six-monthly quality of care review. They consider the results of quality assurance questionnaires from people, analysing what is working well and any improvements which can be made.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
66	Not all staff are registered with Social Care Wales, or have regular supervisions and appraisals. Not all personal plans are reviewed in line with statutory guidance. Ensure that all staff are registered with Social Care Wales and have supervision every three months and an appraisal annually. Ensure personal plans are reviewed every 3 months.	Achieved
58	The service provider must ensure the recording and auditing of medicines is in line with current national guidelines.	Achieved

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- Inspection report survey

If you wish to provide general feedback about a service, please visit our Feedback surveys page.

Date Published 11/03/2025