



## Vale Community Resource Service



Cardiff & Vale Nhs Trust, Barry Hospital, Colcot Road, Barry, CF62 8YH



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Date(s) of inspection visit(s): 04/08/2025, 05/08/2025, 07/08/2025, 08/08/2025

### Service Information:

Operated by:	Vale of Glamorgan Council Adults and Children's Services
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Ratings:



Well-being

**Excellent**



Care & Support

**Good**



Leadership & Management

**Good**

## Summary:

Vale Community Resource Service provides reablement care and support to people living in the Vale of Glamorgan. People are referred to the service when they require additional support in their own home to regain skills and confidence after a hospital stay, the service also accepts community referrals. People are extremely complimentary about the service they receive and highly praise staff who provide the service. This includes specialist reablement practitioners which means people's recovery and reablement is maximised. People receive day-to-day care and support from skilled and dedicated reablement support workers (RSWs).

We rate well-being as excellent because of the overwhelming, positive impact the service is contributing to people's outcomes, and their emotional and physical well-being. The culture of the organisation is united, with reablement for people at the heart of the service. We rate the care and support to be good because people receive reliable standards of care. We rate leadership and management to be good because oversight and governance is well organised, pro-active and knowledgeable. They demonstrate the drive, and capabilities to continue to develop the service in-line with their regulatory duties, with people's outcomes their primary focus.

## Findings:



### Well-being

Excellent

People live healthily and safely with control over their lives. With few exceptions, people are treated with dignity and respect. The multidisciplinary team works exceptionally well; they involve people to identify their goals and desired outcomes. There is an outstanding and clear commitment from all leaders and staff to listen attentively, provide comprehensive information and support people to make informed choices. People told us “*I make all my own decisions, and I am listened to.*” We observed RSWs during home visits, they were kind, sensitive, caring and highly professional.

People have access to service information in a way which meets their needs. This means the service is providing clear and relevant information about what people can expect from the service. The service is working towards providing the Welsh Active offer. They consider people’s language choices, and wherever possible provide a service through the medium of Welsh. We saw supervisions for staff who are Welsh learners. They are confident to practice their language skills with people accessing the service. This means people are likely to experience enhanced well-being outcomes when their cultural needs are met.

People achieve excellent outcomes in their reablement journey because the whole reablement team are highly effective in delivering a multidisciplinary service. People receive extensive structured and stimulating support to enable a sense of purpose and direction. Service leaders are dedicated with their focus on “*The purpose and reason*” for reablement. Supporting people to achieve the optimum quality-of-life post reablement is embedded in practice and the culture of the service.

People consistently told us about their progress in regaining their skills and confidence. People highly value the staff team and the feedback they, or their representatives send directly to the service is outstanding. Other professionals told us this is a “*High quality service*” and “*The team demonstrate excellent practice*” with, “*Exemplary planning and collaborative working with others*” to improve people’s outcomes. Onward referrals to other services consider how people will continue to live as well as they can, once they are no longer receiving support from Vale Community Resource Service.

People are safeguarded from abuse and neglect. There are highly effective systems in place to ensure every voice is heard and respected. RSWs complete safeguarding training, there is a robust policy and procedure available to staff. RSWs are clear on their role and responsibilities to report any concerns. People told us they feel safe with the service.



## Care & Support

Good

People receive good quality care and support to achieve their personal outcomes. The reablement team complete an assessment with people to ensure the service can meet their needs. The service gathers information from the person or a suitable representative which focuses on their goals. Such as regaining independent skills to self-care or increasing confidence with their daily routines. Personal plans focus on what outcomes are important to people during their time with the service. Work plans detail the care and support tasks which inform RSWs. People unanimously told us their care and support needs are consistently met and RSWs are kind, caring and compassionate. Personal plans are strengths based and consider people's preferences

The service involves people in reviewing their care, and staff clearly document people's progress with their reablement and recovery. The initial assessment is reviewed within the first week of people receiving a service. People access other professionals working within the service, such as physiotherapy, occupational therapy, speech and language therapists, dietetics and pharmacy technicians. The multidisciplinary approach to reablement is highly successful in supporting people to achieve their desired outcomes. We saw timely referrals for other services which are not directly working within the service.

RSWs and other staff are skilled at establishing trusting and professional relationships with people in a short amount of time. People experience care and support which is dignified and respectful, and they have meaningful interactions with staff. People told us, "*I feel exceptionally lucky to have been referred to the service*" and "*I am reaching my goals, slowly but surely, I do not feel rushed.*"

Records relating to people's day-to-day care and support are complete. People receive the right care at the right time. Some people told us they would like more consistency with how many RSWs are visiting them, but the quality of the service is consistently good. Some risk assessments, such as medication and general risks are complete, but not all known risks are fully assessed. People receive support to manage their medication in a person-centred way, considering choice, individuality and independence. There is an effective approach to managing and preventing the risk of infection and we observed RSW's practice to be good within people's homes.



## Leadership & Management

Good

The organisational structure is clear with a new responsible individual (RI) in post since the last inspection. The leadership team monitor the service people receive and systems for reporting and recording are mostly effective. Quality assurance activities involve people using the service and the RI regularly visits people in their own homes to capture their views. People's input is highly valued, and the RI reports to the provider the outcomes of engagement activities. We found the RI works responsively to feedback, to improve the quality of the service. The RI responsibilities and quality-of-care review mostly meet the regulatory requirements. This is a developing area for the RI. The service has robust systems to manage concerns, complaints, compliments and safeguarding matters. The leadership team and other professionals meet weekly to discuss service updates.

The service regularly completes comprehensive competency checks on RSW practice within people's homes. We found checks to be highly detailed and thorough, which encourages people to comment on the care they receive. The service provides RSWs with regular and mostly effective supervision, and some annual appraisals are complete. We saw competency matters appropriately managed and suitable guidance provided. RSWs are registered with Social Care Wales, the workforce regulator, and all are qualified or working towards their qualifications. Staff receive a variety of training, depending on their role and responsibilities. We found most training to be up to date, with some minor gaps. Some staff told us they want more opportunities to develop and progress with the service. The service is aware of this feedback; it highly values their staff and is taking steps to address some of the matters raised during inspection. A number of staff take opportunities for personal development, such as secondments and further qualifications for those eligible. Overall, most staff feel well supported and valued in their role. Staff told us it is, "*Great to feel part of this team. I am proud of the care, support and dedication that is offered by colleagues.*" Teamwork is a strength of the service.

The statement of purpose accurately describes the service, which is a legal requirement. Some policies are up to date, but we found key local authority policies have not been reviewed. We discussed the importance of having up to date policies with the RI. This is currently being addressed as part of their regulatory responsibilities.

## 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.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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