Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Domiciliary Care Service at Value Independence

Value Independence Community Interest Co, 101-101a, Charles Street, Milford Haven, SA73 2HL

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www.valueindependence.co.uk

The inspection visits for this service took place between 11/11/2025 and 27/11/2025

Service Information:

Operated by:	Value Independence Community Interest Company
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Value Independence is a specialist domiciliary care service in Milford Haven.

Well-being is rated as excellent because people receive a bespoke service that is highly person centred. People are actively supported to live as independently as possible and to exceed their health and well-being outcomes. People have developed very strong relationships with the highly skilled and passionate staff.

Care and support is rated as excellent because people receive outstanding care and support from a team of dedicated and knowledgeable staff. Support workers are guided by extremely detailed personal plans that enable them to meet people's needs.

Leadership and management is rated as excellent. People who use the service achieve excellent outcomes because the leadership fosters trust, wellbeing and resilience among staff.

Findings:

Well-being — Excellent

People experience consistently positive wellbeing outcomes, supported by committed, skilled and compassionate staff who enable them to lead fulfilling and meaningful lives. People told us they are very happy with the support they receive. They are actively encouraged to identify their personal wellbeing outcomes and to build on their strengths and interests. Staff know people well and have developed trusting and respectful relationships with them.

Personal plans are detailed, reflect a holistic understanding of each person, and clearly outline needs, preferences and outcomes. Plans contain comprehensive information, including personalised risk assessments relating to areas such as medication, mobility and specific activities. Plans are reviewed regularly with accessible formats to actively support feedback from people and their representatives.

The RI and managers are very visible and approachable; people, their representatives and staff feel confident speaking with them. The voice of people using the service is evident. One person described their support as, *"excellent",* adding, *"I feel I am listened to and understood. I have a good rapport with the staff."*

There is a culture of openness, warmth and attentive listening. Staff provide clear information and support people to make informed choices about their care, routines and activities. People participate in a wide range of enriching experiences, including community events, skills-based workshops and social activities. These opportunities enhance emotional and psychological wellbeing and promote connection, purpose and personal growth. People told us the support they receive has made a significant difference to their lives. One individual reflected that they were *"lost before"* receiving support, now enjoy attending the day centre, going swimming and spending time socially, having developed strong and meaningful relationships.

Staff have an excellent understanding of risk, balancing safety with autonomy. One plan documents a person's preference to independently navigate their wheelchair in the community, with strategies informed by professional advice to ensure safety while promoting independence.

The service has strong partnership working with health and social care professionals. Staff receive specialist training, enabling people to remain safe, well-supported and actively engaged in their chosen activities. An associated professional told us *"The service is very inclusive and really ensures that they fully deliver a high-quality service and focus on individual's person centred goals and needs. I also recognise Value Independence always put their service users first".*

Care & Support — Excellent

The service demonstrates excellence in care and support through its thorough, person-centred, and collaborative approach. The provider gathers detailed information from professionals already involved in each person's care before agreeing to provide a service. This includes documented meetings with family members, such as a recent discussion with a representative to explore needs related to routine, structure, and emotional well-being. These early and continuous conversations are valued highly by the provider and are used to build trusting relationships, ensuring the service can fully meet each person's requirements.

People experience a highly personalised, creative, and responsive model of care planning and delivery. A health and social care professional involved in the service described, positive outcomes achieved by people and highlighted its commitment in ensuring people are supported to be as independent as possible. Staff are exceptionally knowledgeable and skilled in assessing how the service can meet people's preferences. They undertake specialist training and work closely with health professionals to safely administer medications and carry out complex health procedures. This enhances people's day-to-day experiences and enables them to engage in meaningful activities. We were told about people attending day centres, going on holidays, organising clubs and raising money for charity. Care records include specialist authorisations, health management plans, and highly effective risk assessments demonstrating robust clinical oversight.

The service excels at empowering people to identify and achieve new and sustainable health and well-being outcomes. People are consistently treated with dignity and respect, and their preferences are clearly reflected in their highly individualised plans. Engagement in care and support planning is meaningful and inclusive.

Staff use tailored strategies to involve people, their families, friends, and external professionals in shaping their support. For individuals with complex or long-term health needs, staff apply evidence-based practice and maintain continuous dialogue with specialists. Recommendations from occupational therapists, such as specific floor-based activities, are used effectively. Associated professionals noted the provider's proactive and positive approach to partnership working. When skill gaps are identified, management ensures staff receive training to maintain high standards of care. People are supported to be active, independent members of their communities and to participate fully in decisions about their support and the wider service.

Incident reporting is robust, with detailed records reflecting a culture of openness and transparency to ensure safety. The provider continually seeks to improve practice through reflection and implements sustainable, positive changes to maintain excellent outcomes for people.

Leadership & Management — Excellent

People benefit from the provider's clear vision of the service; their passion for people inspires their staff and promotes equality and inclusion for all. Leaders are visible role models in the service ensuring there is a positive 'can do' ethos that is supportive, inclusive and respectful. A support worker told us, *"I love my job, the guys are amazing and I enjoy helping them do what they enjoy and push to do even more".* There is a highly positive culture of openness and transparency at the service. People feel confident raising concerns, knowing that their input is welcomed. People are confident giving feedback because they know this is viewed as a chance to improve the service and responded to in a spirit of partnership. A support worker told us, *"They (RI and Manager) are amazing and so good to work for". The service is really person-centred and we all work together for the best of the people".* The views and well-being of staff are key factors when assessing the allocation of support workers.

Relevant professionals have been consulted on staffing arrangements where appropriate. A support worker told us, *"They (RI and Manager) are in it with us and they genuinely care for us all".* The provider has strong working relationships with others in the sector, sharing best practice to ensure high quality care and support is offered. This includes close working with health colleagues to deliver some highly creative outcomes for complex situations.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Support workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The provider actively involves people in hiring decisions to ensure that staff providing care are chosen thoughtfully. Staff training and development is prioritised by the provider. Training for staff is both innovative and inclusive, developed with input from associated professionals, staff and people. Staff feel very well-trained and supported, enabling them to provide effective and safe care. A support worker said, *"It helps the guys stay safe and do what they want to do".*

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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