Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care in the Vale

Care In The Vale, 13 High Street, Barry, CF62 7EA

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www.care-in-wales.com

Date(s) of inspection visit(s):

09/06/2025, 13/06/2025, 28/05/2025

Service Information:

Operated by:	Care-in-Wales Ltd
Care Type:	Domiciliary Support Service
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:

Care In The Vale provides care and support to people in their own homes within the Vale of Glamorgan.

'Wellbeing' is rated 'excellent' because the service has exceptional approaches and considers each person's circumstances. They help advocate for people and excel in helping those who do not have others to represent them. The service provides a compassionate, consistent, punctual and reliable service which is highly person centred, where people feel safe, valued and develop good relationships. People have the right support to maintain or improve their health. There is an exemplary approach and 'can do' attitude fostered by the service provider.

'Care and support' is rated 'good' because the service consistently cares for and supports people in a professional manner, ensuring risks around care delivery are mostly considered. Consistent teams of care workers know people well and deliver the care and support as people wish, often going above and beyond to support the person's wellbeing.

'Leadership and management' is rated 'good' because the provider has effective arrangements in place for the oversight and smooth operation of the service, with a focus on providing positive experiences and good quality care for people. The management has improved the quality of records since the last inspection and continues to identify where improvements can be made to support service delivery. There are pockets of excellence within the leadership, including the recruitment, retention and support of care workers.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. People are provided with information about the service to help them understand what is offered. People or their relative are involved in the assessment, planning and review of the care and support. We saw personal plans in people's homes containing all relevant information. The service has exceptional approaches to consider the individual's circumstances and identity, working with them to promote their health and overall wellbeing. This includes advocating for a person who does not have support of family or friends. One person told us "*I just phone the office and they sort me out,*" and we saw many examples where people are effectively supported to improve their circumstances, including their living environment. One person highly praised a care worker who took the time to help build a new piece of furniture which they now use to follow their hobbies and interests, stating "*They have a heart of gold*."

People receive consistently high standards of care and support from regular care workers who know people well. One person told us, *"They understand me,"* and a relative of a person living with Dementia told us how care workers are "*excellent*," and "*I can't fault them*," giving examples of how they put the person at ease by talking to the person during care giving and chatting about things of interest to them. We observed good communication with people, ensuring they understood what was happening, and were able to make choices around their daily living. We also observed people being relaxed, smiling and laughing in the company of care workers. Trained and competent care workers are observant and report any issues to ensure this can be followed up. One relative told us "*There's good handover of information*," and highlighted the attention to detail around skin care. One person said, "*They're brilliant, taking me back and fore to the hospital when I needed this,*" reflecting on the outstanding support they received during a health crisis.

The provider has robust systems to keep people as safe as possible and helps prevent issues of neglect. People receive their calls as agreed, with people telling us "*I never have a missed call,"* and *"If care workers are running late, which is very rare, they phone."* One relative told us "*I have total trust*," in the service and the care workers, as they explained the high quality of care delivered over several years. People told us they would raise issues if they had any, and would be confident this would be addressed. Good hygiene practices are followed to help keep people safe from infection. One person told us *"They're always getting gloves out,"* and we saw the care worker supporting people to manage safe disposal of rubbish and cleaning of the environment. People can manage their own medication when safe to do so but have some help with application of medicated creams in hard-to-reach areas, or support to collect medication and prompts to take it. One person told us they didn't like taking their medication, but care workers are kind and take the time to remind and encourage them, even though they don't need to.

The service excels in supporting people to maintain and develop positive relationships. Care workers show the utmost respect for people as individuals. We were told and we saw how care

workers respect people's wishes and support them with their usual routines, even if the person is making potentially unwise decisions. The service supports people's preferences around which care workers they prefer to support them, where reasonably possible. People understand the professional boundaries and know care workers maintain this, but one person told us how they couldn't do without them as they lived alone with no family, commenting "*They are my friends*." The provider's superb approach to fostering a positive culture throughout the service benefits people, with one person telling us "*They look after their staff, everyone is happy, I never have staff moaning*." One relative told us how they feel supported as care workers go out of their way to enquire about their wellbeing.

Care & Support — Good

People receive quality care and support to help them achieve their personal outcomes. People are consulted about how they would like their care and support delivered. This informs the writing of personal plans. Plans mostly include relevant information but the detail could be enhanced. This is something the service is working on due to limitations on the current electronic recording system. There is no impact on people as they receive care and support from regular care workers who know them well. People are listened to. When they identify what would support or improve their overall wellbeing, the service is proactive in helping the person to achieve this. Where additional resources are required, the service advocates for the person, referring to relevant professionals for support. We saw how this has made a positive difference in people's lives, especially for those who do not have family or friends to help represent them. The service does not offer a service in Welsh but would aim to provide this if the need arises. Welsh culture is celebrated wherever possible, especially on St David's Day when the provider distributes Welsh cakes to all people using the service.

The service supports people to stay as healthy and active as possible. Care workers are observant and report any issues, with for example, problems with skin integrity. There are good communication systems to ensure referrals are made to health professionals for additional support if this is needed. One person told us how their health had deteriorated but the service had secured additional time to be able to support them. Care workers keep good daily records to show people have support with meals and drinks. People or their relatives are involved in the review of their care and support. We were told by a relative how helpful this was as the reviewer had identified some simple equipment which could help support the person's need to be active. One relative told us "*I am genuinely thrilled with the care package*," explaining the service had been key in preventing their family member from returning to hospital and having to give up living in their own home.

Medication systems are safe. The service has improved their practices and recording around medication since the last inspection. Care workers follow robust policies. The service encourages people to maintain their independence with medication administration. Care workers are mindful of how important medication and the timing of this is for some, and we saw how one person was sensitively supported with a reminder of this to prompt them to take their medication. We also saw how care workers ensure people are supported to collect their own medication if this is required. People are kept as safe as possible from harm. Care workers follow hygiene procedures to help reduce the spread of infection. This includes the use of personal protective equipment. The service considers people's personal environmental circumstances and where additional support is required to help maintain cleanliness and tidiness to prevent incidents, they are proactive in helping to arrange this. Care workers know how to use appropriate equipment including personal hoists, and a relative told us the care workers are confident doing so. Care workers have suitable training, including knowing how and when to report issues of a safeguarding nature.

Leadership & Management — Good

The provider has good oversight of the service, fosters a positive culture and promotes quality. The provider has documentation to inform people and staff what to expect from the service and has clear procedures to be followed. These are kept up to date. Systems, including routine auditing, monthly management meetings and quality assurance reviews are effective and give clear indicators of service performance and quality. The provider ensures people have information about how to raise concerns and responds appropriately when people raise issues. The responsible individual (RI) visits the service consulting with people and care workers about their experiences, using this to help inform the service development.

An experienced and respected manager oversees the smooth operation of the service, supported by the wider management team. The office is a well-located, providing good access for care workers and people to drop in. People, professionals and care workers can contact the office easily. One professional told us they are "*easy to contact, responsive and happy to help wherever they can*." People told us, "*If there's a problem, I just phone the office*," and told us how easy it is. There are good systems to arrange and oversee people's call times. These are carefully considered and arranged to minimise any delays. People told us care workers are rarely late and always turn up. Systems, including audits, help the management to identify where the service needs to develop.

Care workers are vetted, knowledgeable, skilled, competent and highly supported. The provider carries out pre-employment checks to ensure care workers are fit to work with people. We found examples where the provider takes exceptional care to consider any risks highlighted, ensuring additional measures are taken, such as extra shadowing and supervision of a care worker before they complete their probationary period. The service has been highly successful in recruiting, nurturing and supporting care workers regardless of their background. One care worker told us, "*The company is amazing. They changed my life."* We saw evidence of induction training, core training and regular spot checks to assess care workers on their competence. We also found care workers receive training which supports the person they are caring for. One care worker told us, "*Being called in the office is a positive thing*, *the training and supervision has made me a better carer*." Senior care workers conduct regular supervision meetings with care workers to help support and promote their development. The provider gives care workers the opportunity to attend arranged social events to promote their wellbeing and team working. Care workers have opportunities to review their contracts as required. They are provided with sufficient break time and travel time. The manager ensures they monitor the hours worked by any one care worker, preventing excessive hours of work which could impact on the quality of care delivered.

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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