



Inspection Report on

Green Valley Care

**74 Broad Street
Blaenavon
Pontypool
NP4 9NF**

Date Inspection Completed

13 September 2022

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About Green Valley Care

Type of care provided	Domiciliary Support Service
Registered Provider	Green Valley Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the first inspection of the service since it was re-registered under the Regulation and Inspection of Social Care Act 2016 (RISCA)
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a consistent and reliable service from the provider, who delivers a personalised and flexible service to its customers. People's opinions are sought, and their feedback is valued. Care documentation is sufficiently detailed and supports the provision of high-quality care and support. People have regular access to a wide range of recreational activities which helps to promote their feelings of well-being. The provider sets high standards for itself and monitors its performance in order to maintain and improve upon the quality of the support available. There are consistent and sustainable levels of oversight of the service. Care workers receive support and investment, and people benefit from good levels of care worker continuity.

Well-being

People have as much control over their daily lives as possible. A personalised approach is taken by the service and people receive meaningful support as identified in their care documentation. People's preferences are acknowledged and understood, and what matters to individuals and how they wish their support to be provided is clearly documented. Key worker reviews of the support provided take place frequently. However, documentation of reviews could improve. Feedback is welcomed and valued and forms the basis for the ongoing development of the service. People are treated with dignity and respect by care workers they have developed good relationships with. Care staff are knowledgeable and kind. People told us *"I like living here"* and *"care workers are really supportive."* The service acknowledges the importance of supporting and promoting people's feelings of well-being and strives to ensure people have access to as much choice and control over their daily lives as possible.

People are supported to be as healthy as possible. People have contact with other health and social care professionals as required. Care staff know individuals well and promptly identify any changes in their usual presentation. Referrals to other professionals takes place where appropriate. Any changes identified result in personal plans being updated quickly. The service has identified some changes to written documentation which will help more fully capture what is considered during review. Care workers have access to the most up-to-date information about the people they support.

People are appropriately protected from abuse and neglect. There is an up-to-date adult protection policy available at the service. Care workers are trained in adult protection and are confident in their responsibility to identify and report any concerns.

People are able to contribute towards their social lives as they are encouraged and supported to take part in activities which they enjoy. This enhances their feelings of well-being. They have access to a wide range of social and recreational activities and, where appropriate, some individuals are supported to work in a voluntary capacity doing things they enjoy. Written documentation regularly records the range of social activities people have experienced. People spoke positively about the type and frequency of activities available and the positive impact this had on their well-being.

Care and Support

People receive high quality support, which assists them to achieve their personal goals and outcomes. Personal plans include the individual's perspective, comprehensive levels of social history about people's lives, and records people's preferences and how they want their support to be provided. Personal plans and risk assessment documentation are comprehensive, detailed and enable care workers to provide support as required. Most risk assessments are reviewed and updated when changes are identified. However, some individualised risk assessments had not been documented as being reviewed at least annually. We were told about some proposed changes to documentation which will ensure all risk assessments will be reviewed at the required timescales. There is commitment to promoting and encouraging independence and daily care documentation demonstrates how care staff strive to ensure this happens. Daily recordings are comprehensive and detailed and further indicate support is provided as identified in people's personal plans. Feedback from people and changes identified result in care documentation being updated quickly and personal plans contain the most up-to-date information.

People are complimentary about the service and are confident the service is committed to providing good levels of care worker continuity. People we spoke with commented positively about the quality of care provided by care workers whom they knew well and who they had developed good relationships with. We observed people appeared relaxed and approached care workers with ease. Care workers treat people with respect and we saw kind and caring interactions taking place. People told us they would feel able to confide in care workers if they had any worries or concerns. Care staff told us they are supported to get to know people well and because of this have confidence they can identify any changes in the usual presentation of individuals they support promptly. It was clear, during our conversations with care workers, they have developed detailed understanding about what matters to people and how they want their support provided. Care staff are complimentary about their employment and told us they feel "*well supported*" by the service.

People receive support to be as healthy as possible. We saw regular recordings of input provided by health and social care professionals. Medication arrangements at the service are effective and all medication is stored securely to ensure people's safety is maximised. Care workers receive appropriate training in medication management and there is a medication policy in place at the service. Medication administration records (MAR) are reflective of the medication prescribed for each individual. Care workers sign when medication has been provided. We saw audit documentation for medication takes place regularly in order to ensure people continue to receive their medication in a safe manner.

Leadership and Management

The service operates smoothly and effectively and, is committed to supporting people to achieve their personal outcomes. We considered the most recent quality of care review which had been completed by the responsible individual (RI) of the service. We found this was comprehensive and considered what was working well at the service, also identified areas which required further development, and how this could be achieved. Feedback is welcomed from people using the service, their representatives, care workers and other involved parties such as local authority commissioners and social workers. Feedback appears to be valued, is listened to and forms the basis for the ongoing development of the service. The service has an up-to-date statement of purpose (SOP) which details the range and nature of the support available to people. The SOP is reflective of the service people receive.

People receive support from care workers who are safely recruited, trained and supervised. There is sufficient management oversight to ensure care worker personnel files contain comprehensive information which demonstrates safe recruitment practices are in place. Care worker files contain employment histories, proof of identity and employment references. Disclosure and barring service checks (DBS) are in place, prior to the commencement of employment and there is a process in place to ensure they are updated at the required frequency. Care workers have access to an induction programme, which is in keeping with guidance provided by Social Care Wales (SCW). There is commitment to ensuring all care workers undertake the qualifications required to enable them to register with SCW. Registration is required in order to formally recognise care staff as part of the social care workforce. Care workers receive regular supervision, which provides time with their line manager in order to support their ongoing development. Some annual appraisals are out-of-date. However, the service is confident all appraisals will have been completed before the end of December 2022. The service shows strong commitment in regard to training and employs a training facilitator who ensures appropriate training is available. Documentation indicates care workers receive appropriate essential training and refresher training to support them in their caring role. Additional training is available on more complex medical conditions as required. Care workers spoke positively about the training they receive.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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