

Vale Care Limited

# Vale Care Ltd

## Inspection report

Unit 1, Kimberley  
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Tel: 07581128339

Date of inspection visit:  
03 February 2021

Date of publication:  
11 March 2021

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Vale Care Ltd is a domiciliary care service. The service provides personal care to people living in their own homes or flats. At the time of the inspection there were 18 people using the service. The service was supporting older people, people with physical disabilities and people living with dementia.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

### People's experience of using this service and what we found

Infection prevention and control policies, and government guidance was followed so that the risk of spreading infection was reduced. Staff had access to all the personal protective equipment (PPE) they required.

There were sufficient staff available to meet people's needs. The provider had implemented effective contingency planning to ensure people received care and support from a consistent staffing team. Staff had received training in infection prevention and control.

People were supported to stay safe and had their needs met. People we spoke with praised the staff and the service. A relative said, "Everything is 100%, communication is great. I consider myself very lucky to have got a company like that."

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 19 February 2020).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection prevention and control. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Vale Care Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Vale Care Ltd

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control, including staff training and staffing levels.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection-

We spoke with three people's relatives about their experience of the care provided. We spoke with five members of staff including the nominated individual, registered manager and care workers. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records relating to the management of the service, the prevention and control of

infections and relevant policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about

The purpose of this inspection was to check a specific concern we had about infection prevention and control, including staff training and staffing levels. We will assess all of the key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- The provider had an infection control policy and staff had received training about the prevention and control of infection. Staff had attended additional training about COVID-19 and the guidance they were required to follow.
- Staff wore appropriate personal protective equipment (PPE) such as face masks, gloves and aprons. Relatives we spoke with confirmed staff wore PPE and staff told us they had access to all the PPE they required.
- Staff were participating in regular COVID-19 testing. Staff also supported people who used the service to access COVID-19 testing.
- Staff had been organised into small teams so that the number of staff people had contact with was reduced in order to reduce the risk of spreading infection.
- Staff were aware of and following guidance about social distancing and the need to isolate following a positive test or contact with someone who had tested positive.
- Staff knew about the importance of increased hand washing and always had access to hand sanitiser.
- Changes to guidance and important information was communicated to staff through text messages, calls and staff meetings.

### Staffing and recruitment

- There were enough staff with suitable skills and experience to support people to stay safe and meet their needs.
- A relative said about the staff, "Very happy, very caring, and they look out for mum too." Another relative said, ""They have been fantastic, absolutely brilliant."
- Staff told us their manager was supportive. A staff member said, "The support from managers has been fantastic."
- Staff had received the training they required although it was acknowledged that keeping up to date with training had been difficult through the COVID-19 pandemic due to the additional pressures on staffing.
- Staffing contingency plans had been put in place and had been implemented. These included managers

carrying out care calls to support care staff. This helped to ensure sufficient numbers of staff were consistently available.