



Inspection Report on

Unite Care Group Ltd

**First Floor, Conway House
St Mellons Business Park
Cardiff
CF3 0EY**

Date Inspection Completed

08/02/2023

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About Unite Care Group Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Unite Care Group Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	29 June 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care they receive and speak highly of the care staff who support them. Care documentation is thorough, robust, and includes people's preferences to how their care is delivered. Personal plans are reviewed regularly to ensure it is kept up to date. Care staff rota's indicate good staff continuity and sufficient allocated travel time for care staff between care calls. People are encouraged to be as independent as possible and are given information on the service they can expect to receive. The Responsible Individual (RI) has good oversight of the service and visits the service regularly. Quality assurance monitoring takes place and includes the views of people using the service and staff who work at the service. Improvements to the service have been made since the last inspection and care is now delivered in line with policies and procedures and the organisation's statement of purpose. Care staff receive appropriate training and are supervised regularly. Staff recruitment is safe with pre-employment checks completed prior to employment commencing. Staff personnel files contain correct information. The manager understands safeguarding processes and complaints to the service are taken seriously.

Well-being

People have choice and control over their lives. People are involved in the care planning and review processes and their views and preferences are included within their care documentation. Personal plans of care are person centred and outline people's personal outcomes and the goals they wish to achieve and also highlight where people are independent. Care call times are agreed at the start of the package but the agency is accommodating where possible when people need to change call times. The RI engages with people during monitoring visits and values the opportunity to seek their views as a part of the quality assurance process. People are given detailed information on what they can expect from the service and complaints to the service are dealt with correctly and monitored regularly.

People are treated with dignity and respect. There are policies and procedures in place for the smooth running of the service and care is delivered in line with the statement of purpose. Spot checks are completed regularly to ensure care is being provided correctly. Care staff receive appropriate training and support to undertake their roles and are happy working at Unite Care Group. People speak fondly of the care staff and feel they deliver a good service and genuinely care about the people they support. Care staff rota's include sufficient travel time that ensures care is delivered without the need to rush or cut the length of care call duration. Care staff continuity is good and has enabled people to build positive relationships with the care staff who support them.

People are protected from abuse and harm. Unite Care Group have a robust safeguarding policy in place which is reviewed regularly and the manager understands legal requirements of caring for vulnerable people. Safeguarding referrals are made when required, with outcomes being monitored as part of quality assurance processes. Notifications are made to Care Inspectorate Wales appropriately and without delay. All staff receive training in the protection of adults at risk of abuse which is refreshed regularly. Care staff recruitment is safe and robust with Disclosure and Barring Service (DBS) certificates and references applied for prior to employment commencing and there is a system in place to renew DBS certificates when required.

Care and Support

People receive the right care at the right time. Personal plans of care clearly highlight people's needs and how they are best met. There are risk assessments and other supporting documentation in place where required and personal plans are reviewed regularly to ensure they are up to date and accurate. We saw evidence that the agency contacts external professionals when required and one person told us that the manager had assisted them to increase their care as their health had deteriorated. Care staff rota's include sufficient travel time for staff which ensures that people have their full allotted care time and care staff can provide care without rushing. People we spoke with told us that they are very happy with the care they receive and described the staff as *"Polite, respectful, nice and friendly"*. One person said, *"They are never late and always stay the full time"*. Regular staff spot checks take place to ensure that care staff are delivering the correct service in the correct way.

People are supported to have autonomy over their own lives. Prior to services commencing the provider completes an assessment of the persons needs and also requests information from the Local Authority where appropriate. People are included in the assessment and care planning processes with their likes, dislikes and preferences clearly recorded. One person said, *"The manager took the time to sit and listen to me and asked me what makes me happy"*. Personal plans of care are person centred and outline peoples desired outcomes and also highlight what tasks people can do independently as well as what tasks people require support with. Care staff rotas indicate that care staff continuity is good; this is good practice as it enables people to build relationships with the care staff who support them and ensures people receive their care in their preferred way. One person told us that their relative enjoys *"Banter and laughter with the care staff"* and another person said, *"These carers actually care, which makes such a difference"*. Care call times are agreed prior to the care package commencing, but people told us that the agency is very accommodating if people need to change their care call times.

Leadership and Management

People benefit from the leadership and management in place. Unite Care group has an RI with good oversight of the service and a manager who is registered with Social Care Wales, the workforce regulator. Improvements have been made to the policies and procedures in place and the service is now operating in line with its own statement of purpose. Staff team meetings take place regularly and minutes of the meetings indicate that staff are happy working at the service. The RI visits the service in line with regulatory requirements and produces a robust report to evidence the visit and findings. Quality assurance monitoring takes place regularly and includes seeking the views of people using the service. We found that the required quality assurance information is collected by not included into the report. We discussed this with provider who gave assurances that this would be rectified within the next report. Quality assurance monitoring indicates that the provider is committed to providing a quality service at all times. The provider understands legal requirements in regard to caring for vulnerable people and makes referrals to the Local Authority safeguarding team when required. Referrals are then stored centrally with outcomes recorded and monitored for themes and patterns of abuse. Complaints to the service are taken seriously and dealt with correctly. One person we spoke with told us *“If I have any issues I speak with the office and they always listen and deal with the issue quickly”*.

People can be assured they are cared for by staff who are well trained and supported. Improvements have been made to the training of care staff; we saw evidence that a combination of e-learning and face to face training takes place. All staff are up to date with training appropriate to the roles they undertake. All staff receive a formal supervision in line with regulatory requirements and we saw evidence that all supervisors are currently up to date. Supervision is important as it gives staff an opportunity to discuss practice issues or needs in a setting that is recorded. We examined a selection of staff personal files and found that they all contain required information and evidence that staff recruitment is safe and robust. Pre-employment checks including references and DBS certificates are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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
41	The service provider does not prepare a schedule of visits for care workers with sufficient travel time allocated to travel in between visits having regard to matters specified under Regulations 41 (3)(a)-(b).	Achieved
6	The service provider has failed to ensure that the service is provided with sufficient care, competence and skill, having regard to the statement of purpose.	Achieved
26	The service provider does not deliver a service in a way which ensures that individuals are safe and are protected from abuse, neglect and improper treatment.	Achieved

15	Personal plans do not set out how individuals will be supported to achieve their outcomes and steps which will be taken to mitigate any identified risks to the individual's well-being. Personal plans do not capture what the medication arrangements are for people.	Achieved
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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
N/A	No non-compliance of this type was identified at this inspection	N/A
56	People cannot be assured they will receive care and support from a service provider that follows infection control requirements.	Achieved
12	People cannot be assured the service is run in line with policies and procedures which are kept up to date.	Achieved

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