



Inspection Report on

Unite Care Group Ltd

**Regus House
Malthouse Avenue
Cardiff Gate Business Park
Cardiff
CF23 8RU**

Date Inspection Completed

29 June 2022

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About Unite Care Group Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Unite Care Group Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

At the last inspection, we identified a number of immediate actions for people. At this inspection we found the majority of improvements have been made and care and support and outcomes for people has improved. However, as the service provider has failed to fully resolve all areas of non-compliance, the service provider is now within our Securing Improvement and Enforcement Pathway. People continue to be at major risk of not being kept as safe as possible and their well-being is not being fully promoted. The service provider is responsive and has provided us with assurances that urgent action is being taken.

People have told us they have access to a group of care workers who they have a positive relationship with, and these care workers know how best to support them. Some of these care workers were described as exceptional. People can be confident they receive care and support from a service that promotes the well-being of staff. People who use the service and care workers feel management are approachable and all staff are happy working at the service, they feel valued and supported by management.

Well-being

People receive care and support from a service provider who regularly consult and work in partnership with health professionals. Management arrange appointments with health professionals promptly when needed and support with revising risk assessments after professional opinion has been gained.

People cannot be confident their overall well-being and safety is promoted because we found gaps in record keeping and a lack of managerial oversight of systems that keep people safe. We found examples of basic records for people who had sustained accidents and incidents that were not appropriately recorded. Information was not analysed for follow up actions to prevent future events. People are still not kept as safe as possible from harm and abuse as there is a lack of managerial oversight of safeguarding allegations. The service does not appropriately record, investigate and analyse safeguarding allegations in order to implement actions and learn lessons to prevent further events. We did find the service provider's safeguarding policy and staff training and knowledge to safeguard people has improved since the last inspection. The service provider has updated their safeguarding and whistle-blowing policy which is now more robust, and all staff are trained and know how to identify and report abuse. People who use the service and care workers are confident in expressing their views to management and feel management are approachable.

People still cannot be confident they are cared for by a service which completes robust recruitment checks to keep people as safe as possible. Security checks for staff continues to require urgent improvement. Staff DBS (Disclosure and Barring Service) and employee risk assessments are not robust enough.

People benefit from care and support from a workforce that focuses on the well-being of staff. All care workers we spoke to told us they feel happy working at the service, and they feel valued, motivated and well supported by management. A new key personnel officer has recently joined management to support the well-being of the workforce and to support management to secure further improvements, which is a positive outcome.

People cannot be confident that care workers always wear 'Personal Protective Equipment' (PPE) appropriately and the service provider's infection control policy is ineffectual. The impact on people because of this is people are at higher risk of catching infectious diseases such as Covid 19 when they are cared for by care workers that do not wear PPE appropriately.

Care and Support

People have developed positive relationships with some care workers who understand how best to support them. Most people told us some care workers are “*exceptional*” and “*go above and beyond*”, whilst other care workers appear to lack the knowledge with a “*in and out approach*”.

At the last inspection and again at this inspection, people told us they are not always happy with the delivery of the service due to it feeling disorganised with staffing issues. Some people have told us they experience late calls due to last minute staff changes which results in a delay in receiving the right care and support as early as possible. Most people and some staff raised staffing issues at the service which impacts on care delivery for people. In addition to this, there continues to be no communication or staff rota given to people to know in advance which care worker will be visiting. There continues to be insufficient travel time for care workers which has an impact on care workers arriving on time for people. The service provider has failed to act on our requirements to secure improvement to travel times since July 2019. Despite this, we found evidence that the service provider has secured improvement to call times and durations for people on the whole.

There have been positive improvements to people’s care documentation. We found people’s needs and risk assessments to be detailed and robust. Care and support files now have good evidence of regular consultation with people, representatives and professionals. We saw meaningful personal profiles for people including information on people’s social history with a good understanding of people’s preferences, likes and dislikes. Daily recordings are improving since the last inspection with more detail written by care workers; however they continue to be task centred and requiring strengthen to focus on the well-being of the person.

People still cannot be confident their care workers have all the information they need before carrying out care and support to them. This is because detailed information in people’s assessment documentation such as people’s risks, medication arrangements and medical requirements is not always accessible on their personal plans. This could have a major impact on people’s health and well-being, placing them at risk of harm when the right care and support is not provided. Therefore, we have issued a new priority action notice in response to this, which the provider must take immediate action to address.

The service provider has secured improvement to people’s medication arrangements since the last inspection. Medication arrangements for people are good with a robust and revised medication policy and detailed medication risk assessments in place, to ensure a well organised and safer approach.

Leadership and Management

Management have made improvements to the training of staff since the last inspection and all staff have now completed mandatory training modules. We did not find evidence of individually tailored training in response to people with complex needs or specialised training for staff contrary to the provider's commitment to provide this as stated in their guidance. We raised concerns with the service provider about the quality of training arrangements for staff because many staff had completed numerous training modules online within the same day. Improvements are still required to the frequency of staff supervision and competency checks to ensure staff knowledge and practices are sufficiently tested.

We found many instances of information written in guidance and policies that are not followed in practice and remain ineffectual, with some policies needing updating. Providing a service that does not meet expectations and commitments to people as set out in policy guidance can be misleading. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Systems have been implemented by the service provider to protect and promote the safety, health and well-being of people since the last inspection, but these systems are not robust enough. We still found missing records and a lack of oversight of safeguarding, accident and incidents and complaints. Some people told us they felt their complaints were not resolved by management. We found complaints are still not recorded properly, analysed or always responded to appropriately to enable people to feel listened to. There is a lack of oversight within leadership and management to effectively monitor, record and implement actions for people with analysis of lessons learnt to prevent further events. Continued improvement is also required for quality and audit systems to gather and analyse information, with opportunities for lessons to be learnt.

The responsible individual (RI) has now completed quality of care checks and audits demonstrating a better insight into the performance of the service. The responsible individual has failed to meet all seven priority action notices; four out of a total of seven have been met since the last inspection. The failure to provide a service with good governance and oversight risks leading to poor outcomes for people and can pose a major risk to people's well-being. We have, therefore, re-issued three priority action notices in response to this, as well as issuing a new priority action notice. The provider must take immediate action to address these issues and we will take enforcement action when this is not achieved.

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
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.	New
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).	Not 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.	Not 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	Not Achieved

	treatment.	
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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
56	People cannot be assured they will receive care and support from a service provider that follows infection control requirements.	New
12	People cannot be assured the service is run in line with policies and procedures which are kept up to date.	New

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