



Inspection Report on

Unite Care Group Ltd

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

Date Inspection Completed

02/11/2023

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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	8 th February 2023
Does this service promote Welsh language and culture?	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's personal outcomes are consistently met to a good standard. Feedback from people and their representatives using the service and from care staff is very positive. People are happy with the care and support they receive, and they are supported through a personalised approach. Personal plans and risk assessments are thorough, detailed and contain all the information needed to ensure people receive the right care and support at the right time. Calls are well planned, and people receive good continuity of care, because they are visited by familiar care workers. This has enabled people to build positive relationships with the care staff who support them.

Management and staff are committed to achieve good outcomes for people. The Responsible Individual (RI) and manager ensure the quality of the service is sustained and embedded. The service provider has arrangements in place to oversee the operation of the service and consider the quality of care delivered. People have choice and control when using the service and their voice is promoted. They are given correct information on the service they can expect to receive.

Well-being

People's personal outcomes are consistently met to a good standard. Feedback from people and their representatives using the service is very positive, with people describing their care and support as "*great*", "*fabulous*" and "*very good*". People receive consistency and continuity of care as the same staff are allocated. Calls are well planned, and records show people receive the right care when they want.

We read robust and detailed assessments and plans written about people, which contain all the required information to promote people's well-being and to keep people as safe as possible. Professional advice, guidance and what is important and meaningful to people is fully embedded in their care records. People contribute to regular reviews of their care to keep information up to date. We saw good evidence of care records being updated regularly and being used as 'live' documents. We also observed good evidence of clear communication channels and close partnership working between the manager and people's professionals.

People benefit from good leadership at Unite Care Group. Care staff and management are committed and motivated which reflects in their work. People using the service spoke highly about staff and the management team and describe management as responsive and communicative, which helps people feel in control and well-informed. Care staff believe they are well equipped to provide good quality of care. One care worker told us, "*We have very good support, anything we need they give us. They are very responsive and open...any problems I encounter they sort*".

The Responsible Individual (RI) regularly visits the service and reviews the performance of the service to ensure the quality of the service is sustained and embedded. Care staff are happy in their roles they feel valued and well supported and they are safely recruited, vetted, and supervised appropriately. Training for care workers is being developed and improved at the service to ensure core and additional training is fully achieved, and arranged in line with the needs of those who use the service. This will ensure care workers' knowledge and understanding of people's situations and their circumstances is enhanced, which will strengthen skilled approaches.

Care and Support

People can be confident they get the right care and support as early as possible by care workers who know how best to support them. Care workers know what is expected of them during a visit to a person's home. Personal plans and risk assessments are live documents and are regularly reviewed and updated. Each personal plan is well organised and individualised, with care taken to record important things that make a big difference to people. The provider considers a wide range of views and information before personal plans are written and support is provided. There is a focus on what the person would like to achieve, what is most important to people, with good evidence found of up-to-date guidance from professionals. Personal plans created to this standard promotes good quality approaches from care workers and the ability for people using the service to receive personalised care and support.

All people we spoke to told us they are happy with their care and support and are visited by the same group of care workers who arrive on time, stay the full duration of a call and are kind and respectful. One person we spoke to describe their relative's care and support as, *"a more personal service not centralised, its catered for him as a person"*.

People achieve their individual identified outcomes. When people identify new goals to promote their well-being, the service helps them to understand the steps they can take to achieve this and how to manage risk. The RI and manager have a hands-on approach with improving individual outcomes for people. They regularly review and consult with individuals, their representatives, professionals, and community services when required, to find solutions to help people to overcome potential barriers preventing them from achieving their outcomes. We found evidence the RI and management team advocate for people using the service and demonstrate a commitment to helping people to feel happy and to be as independent as possible.

People can be confident there are infection control and safe medication arrangements in place. Medication is audited monthly by the manager and staff have received medication training.

Leadership and Management

The service is run smoothly, and good governance arrangements are in place. We found good oversight and monitoring of service delivery, which is tested regularly by the RI and manager for quality assurance. The RI undertakes their duties with due diligence and consults regularly with people and staff to assess how the service can improve. The RI produces detailed reports around their findings, show good analysis of information and how the service could improve the quality of care and support to people. Electronic systems support quicker access to information and managerial monitoring and auditing tools are used effectively so that everything is up to date.

People's voices are heard and listened to. People's concerns and complaints are dealt with in a timely manner. Communication between people using the service and the management team is open and transparent. People told us they feel listened to, and staff informed us when they raise concerns for people, these are always addressed quickly by the management team. The manager receives instant alerts when care workers raise concerns, and they are actioned promptly and often in collaboration with professional advice. A person's representative using the service told us, "*Management are very responsive they resolve all issues*". One care worker told us, the management style and way of working is "*very open*".

People are kept as safe as possible. Care workers know how to raise concerns and have all received safeguarding training. We found good managerial oversight of safeguarding allegations, incidents, and concerns. The service provider is proactive at identifying, reporting, and addressing concerns to maintain the safety and well-being of people. The service provider appropriately records, investigates, and analyses incidents and concerns to implement actions and 'lessons learnt' opportunities to prevent further events.

Care staff are recruited safely and supported to learn and develop. Robust pre-employment checks are carried out and staff are regularly supervised and monitored. Care staff are registered with Social Care Wales, the workforce regulator, and encouraged to obtain further social care qualifications. Care staff are supported to be suitably trained but work and effort is needed at the service to ensure all care staff receive the required training to fully meet the needs of people using the service. Management have already planned how to achieve this, which was actively being implemented at the time of inspection. Care workers feel valued and supported by the management team and believe management are approachable and achieve positive outcomes for 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

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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