



Inspection Report on

Unite Care Group Ltd

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

Date Inspection Completed

20 January 2021

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About Unite Care Group Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Unite Care Group Ltd
Registered places	N/A - Domiciliary Support Service
Language of the service	English
Previous Care Inspectorate Wales inspection	16 May 2019
Does this service provide the Welsh Language active offer?	The service does not provide an 'Active Offer' of the Welsh language. We are advised there are no people wishing to receive a service in Welsh at this time. To help the provider anticipate the Welsh language needs of people who may wish to use the service in future, we recommend it considers Welsh Government's ' <i>More Than Just Words follow on strategic guidance for Welsh language in social care</i> '.

Summary

Unite Care Group Ltd is a domiciliary support service operating in the Cardiff and Vale region. Unite Care Group Ltd is also the name of the company that owns the service. According to its statement of purpose, it offers care and support to older people and people with physical and mental health needs, including dementia. The Responsible Individual (RI) and current manager is Gillian Sarah Caseres. A new manager has recently been appointed who we are informed is in the process of professional registration.

People enjoy a good standard of care and support. Relevant care documentation is in place, but reviews should be more comprehensive. There are measures for promoting safe practices; although medication recording and auditing should be more detailed. The provider liaises with relevant professionals when required which promotes people's safety and well-being. Care workers receive appropriate support and training. A clear management structure, policies and systems help support service delivery. There are areas of improvement regarding management and service oversight which need addressing. These are detailed below.

Well-being

People are happy with the standard of care and support they receive. Their safety and well-being is promoted. Feedback indicates care workers are professional and respectful. People are involved in planning and reviewing their care, but reviews should be more comprehensive. There are appropriate measures for reducing risks associated with medication and infection prevention, although medication auditing and recording should be more detailed. The provider must ensure all individuals receive a signed copy of their service agreement.

There are aspects of service oversight which require improvement. Care workers are well supported and receive suitable training. Those we spoke with consistently shared positive experiences of working at the service. A clear management structure, policies, procedures and systems all contribute to the effective running of the service. Several areas regarding service oversight require improvement though. They relate to employment contracts, service documentation, call planning, recruitment and engagement with others for quality assurance purposes. We will follow these areas up at the next inspection.

Care and Support

People receive a good standard of care and support. Feedback from people indicates care workers are professional, caring and friendly. People are kept informed of changes to their planned calls. The support enables people to achieve their desired outcomes. The service liaises with relevant professionals appropriately. This helps keep people safe. Care documentation is in place for recording people's needs, desired outcomes and risks, as well as the care and support delivered. People are involved in planning and reviewing their care. Reviews should be more comprehensive though, to include reviews of risk assessments and to record who has been consulted and when.

The service promotes suitable infection prevention practices. An infection control policy is present. Infection control training is provided during care workers' induction. Spot checks help ensure care workers are using Personal Protective Equipment (PPE) correctly. All staff told us they receive infection control guidance and sufficient supply of PPE. All individuals and relatives we spoke with told us care workers wear suitable PPE when delivering care and support.

A record of medicines administered is maintained, but this should include creams applied. The RI assured us they had addressed this during the inspection. Medication records are audited to check for accuracy and completeness, but they could be more detailed. Medication risk assessments are used and people's personal plans identify the level of assistance they require. A medication policy is present. Care workers receive suitable training.

People are protected from the risk of harm and abuse. A safeguarding policy is present and care workers receive appropriate training. All care workers we spoke with told us they are confident raising any concerns with their line manager. The service liaises promptly with relevant professionals when needed. This ensures people have access to the right services when they need them. A complaints policy is present and people know how to contact the service should they need to.

Leadership and Management

A clear management structure supports service delivery; but some aspects of management oversight need attention. There is improvement in notifications to CIW. We noted the RI is in the process of following some matters up. The minority of people we spoke with confirmed they have received a signed copy of their service agreement. Appropriate policies and procedures are present, but some need updating.

There is a system for planning and monitoring calls; but many scheduled visits have no allocated time for care workers to travel. This has not majorly affected people; but the provider needs to rectify it. Care workers are offered a choice of employment contracts, but not regularly enough. This is important to ensure they are satisfied with their working arrangements. Incidents and accidents are recorded and acted upon appropriately. We were told there has been no recent formal complaints.

Written information about the service is present, but it needs updating. This is to ensure it contains all of the required information for people. The provider must ensure its written information is reviewed regularly and all individuals given a current copy.

The recruitment process requires some improvement. Whilst most of the required information and/or documentation is present and satisfactory, the provider must ensure a full, continuous employment history is recorded for all employees.

Care workers are suitably trained and supported. Those we spoke with told us they feel valued, well supported and trained. Care workers' induction, supervision, appraisal and training needs are overseen by management. This helps ensure care workers are suitably supported, knowledgeable and skilled in the right areas. The provider is reviewing arrangements regarding specialist training for care workers. We note that registration of care workers with Social Care Wales is currently ongoing.

Quality assurance and monitoring need to be more robust. The RI provided us with evidence of recent engagement with individuals and care workers. Arrangements for reviewing the quality of care, in collaboration with relevant people connected with the service, are not robust enough though. The provider must address this to enable it to effectively evaluate its standards of care and support and drive improvement.

Areas for improvement and action at, or since the previous inspection

Service agreement: every individual must be given a signed copy of their service agreement.	Regulation 20(1)	Not Achieved
Travel time: Visit schedules must contain sufficient time allocated for travel.	Regulation 41(3)(a)-(b)	Not Achieved
Personal plans: must reflect measures for mitigating identified risks which should be followed up appropriately.	Regulation 15(1)(c)	Achieved
Notifications: All relevant occurrences must be notified to CIW without delay.	Regulation 60	Achieved
Engagement with people connected with the service: There must be suitable arrangements in place for obtaining the views of individuals, staff, relatives and stakeholders.	Regulation 76 (1)(a)-(e)	Not Achieved

Areas where immediate action is required

None	
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Areas where improvement is required

Employment contracts: Care workers who elect to remain on a non-guaranteed hours contract must be given a further choice of alternative contractual arrangements three months after their last choice was made.	Regulation 42(1)
Recruitment: There must be a full, continuous employment history with a written explanation for any gaps.	Regulation 35(2)(d)
Written guide: Must include information about the availability and access to advocacy service and be reviewed at least annually.	Regulations 19(2)(a) & 19(3)(b)

We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to, or poor outcomes for, people using the service. We expect the registered provider to take action to rectify these areas and we will follow them up at the next inspection

Date Published: 03 March 2021