Provider Information to be published

> The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.
>
> This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	United Response
The provider was registered on:	15/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

United Response	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Responsible Individual(s)	Michael Crowhurst
Manager(s)	Paul Gray
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A Training Needs Analysis (TNA) identifies the training required for individual staff across all our services. The TNA focuses on essential training to meet the requirements of the Common Induction Standards (CIS), legislative requirements.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There is a dedicated recruiter for the area who supports managers with their recruitment requirements. All roles are managed by them and the hiring manager, additional advertising requirements are in place i.e. job boards and events. We utilise the welcome bonus for retention of staff and ensure they are supported in their roles. To retain staff we provide the following:- • Staff benefits scheme • Excellent training programs • Staff developments – apprenticeship schemes • Counselling service

Service Profile

Service Details

Name of Service	United Response

Telephone Number	01633865340
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32

Fees Charged

The minimum hourly rate payable during the last financial year?	21.60
The maximum hourly rate payable during the last financial year?	21.60

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We work in a person centred way, as such we consult with every people using our service, on a regular basis both in a formal and in formal way. We work very closely with every person we support to plan their required support, the level of input they have is based on their capacity to make these decisions. If someone doesn't have capacity we would work closely with those important to them and make decisions based on best interest. We meet and review every person we support on a monthly basis, the support team and the person we support fill out a summary of the month and plan a head. In addition we review all support document's at least every six months – each person we support is involved in this as much as they have capacity and want to be. We also do person centred reviews annually for every person we support, these are done to review and plan ahead all aspects of the persons life and support provided by United Response.

Communicating with people who use the service

> Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

> The Responsible Individual must prepare the statement of compliance.
>
> CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.
>
> Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Family/People we support/Staff questionnaires are distributed from the United Response office and from head office in Croydon. The last survey was done in July 2022. All information gathered is assessed. Findings are shared with managers. They develop action plans relating to any concerns raised which are monitored.

Individual service delivery plans are reviewed every 3 months or sooner, as required. The plans are reviewed by Service/Team Manager's and Senior Support Worker's. Staff need to read and sign each plan. The purpose of the plan is to maintain and promote independence of the people we support - through development of new skills that support confidence.

People using our service are involved in the recruitment process, as are their families, where appropriate.
When considering staffing for a service we use people matching. If someone shows a preference for a specific type of staff member, we ensure that is documented in their support plan.

We have a multi skilled and experienced staff team who have gained a variety of knowledge, undertaken many training courses to provide us with the opportunity to offer support to people with varying types of support needs to enable the individual to move towards greater independence. |
| The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development. | A person's quality of life depends on their engagement in meaningful activities and relationships.

Engagement in meaningful activities and relationships means taking part, rather than passively observing. If effective support is NOT in place people experience inactivity, isolation, failure. Our support is individually tailored and responsive to changing circumstances.

In one of our 24/7 supported living homes one gentleman is being supported to improve his reading and writing skills. Staff were able to access suitable age-appropriate books and learning equipment to enable them to provide the relevant support. The gentleman has made huge steps to learning new skills which will help him going forward and provide him with more confidence to communicate in different ways.

Another gentleman we support in our 24/7 supported living home has been supported over several months to gain the skills and confidence to walk to and from work/catch a bus to and from work independently. This gentleman pre the pandemic was going to work independently 3 days a week, this provided him with a huge confidence boost and a feeling of self-worth for what he has achieved. The staff also feel very proud of what they have and are achieving going forward.

United Response is committed to ensuring the people we support access health services that they need, that meet their health needs and take into account their specific health requirements. People we support sometimes find accessing effective health care and treatment difficult. United Response will work with people we support, their families and healthcare professionals in a way that reduces the barriers to good healthcare. All staff have a duty of care to ensure that people we support have the opportunities to have their heath needs met. This is achieved by working collaboratively with healthcare professionals. |

The extent to which people feel safe and protected from abuse and neglect.	• The staff member may have already informed the local authority of the concern or will be calling you to raise the concern • Agree immediate action plan with person raising the concern • Ensure the safety of the person and others if necessary • If a crime has been committed ensure the police have been called • If medical attention is required ensure that an ambulance has been called • Ensure that people relocate to a safe environment if necessary • If you are not the responsible manager then the responsible manager must be informed • The responsible manager is defined as the service manager or the registered manager • If the service manager or registered manager are unavailable contact the area manager • If the alert concerns the responsible manager, then alert a more senior manager Preserve any evidence that could be critical to any investigation. Ensure that the registered manager, area manager and divisional director have been informed • If an employee is the alleged perpetrator consider their suspension from workplace Staff will have received training and are aware of the procedures to follow to keep the people we support safe. We have weekly/monthly/quarterly/6 monthly and annual checks that are carried out by senior/support workers in their home. The service manager also carries out many checks throughout the month. These constant checks are in place and working well to keep all the people we support safe. They also enable them to carry out their daily lives with minimum disruption. Risk Management plans also allow the staff to support the person to take risks in their lives which we all do on a daily basis. Managing risks allows the person to gain new skills and confidence that will then feed into each person being more independent. Staff/managers communicate with each other on a daily basis to relay any relevant information so that the people we support are going about their lives in a safe environment, staff use communication diaries/recording charts/phone calls/team meetings to ensure they are all working consistently to ensure a safe home. We have an open culture where staff are encouraged to raise concerns and discuss how they feel about any given situation – managers are very visible and spend lots of time in services to prevent closed cultures forming.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	17

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bespoke training is offered on a needs basis. For example - Epilepsy, Diabetes etc.

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bespoke training is offered on a needs basis. For Example, Diabetes, Epilepsy etc

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	17
No. of posts vacant	2

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	17
Equality, Diversity & Human Rights	17
Manual Handling	17
Safeguarding	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bespoke training is offered on a needs basis. For Example, Diabetes, Epilepsy etc

Contractual Arrangements

No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	2

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No