



# Inspection Report on

**United Response**

**Unit 23 John Baker Close  
Llantarnam Industrial Park  
Cwmbran  
NP44 3AW**

**17 & 25 May 2022**

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## About United Response

Type of care provided	Domiciliary Support Service
Registered Provider	United Response
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert</a> This is the first inspection to the service since it was registered under RISCA.
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.'

### Summary

People are supported to live independent and fulfilled lives. The agency is reliable and dependable and responds flexibly to the needs and preferences of supported people. People have positive relationships with staff and are supported by a consistent staff team. People are safeguarded by the agencies sound recruitment practices. Staff are trained and supported to perform their roles. A long-standing manager who is a visible presence to both supported people and staff runs the service. The Responsible Individual (RI) has clear oversight of the service.

## Well-being

The service supports people with a learning disability and or mental health needs to live in their own accommodation. Staff support individuals with their daily needs including personal care, domestic, shopping and budget their finances. Staff are familiar to supported people and know them well. People are complimentary about staff and the service provided. We saw people are treated with dignity and respect.

The service supports individuals with their everyday healthcare needs. People are supported to attend medical appointments to maintain their physical and emotional health and wellbeing. One person was referred to a speech language therapist for a specific condition. Individuals are safeguarded from harm and abuse. Staff are trained to report accidents, incidents and concerns. Risk assessments support people's health, safety and participation in daily living skills. The service has sound recruitment practices for agency staff. People can be confident staff have training to perform their duties.

People are encouraged to attend leisure and training opportunities. Individuals are supported to maintain relationships with their family and friends. Most of the work and leisure placements people routinely attended were cancelled during the pandemic. A number of services are yet to reopen. The placements people previously attended provided an opportunity to meet with friends. Individuals are supported to attend social events, day trips and holidays. The service is looking to support individuals to secure work and provide volunteering opportunities.

## Care and Support

People receive reliable care and support to meet their individual needs. We viewed people's personal plans which are person centred and include their individual likes and preferences. The plans set out how individuals want to be supported by staff. They identify outcomes for individuals such as, *"to keep living in my home and to maintain my independence by learning new skills around the home."* Staff arrive at peoples' home within a specified time. Individuals told us, *"If staff are going to be late, they let us know."* We saw people's personal plans are reviewed in accordance with regulations.

People receive a flexible, dependable and consistent service which listens to their views. The service promotes positive risk taking and independence. Individual risk assessments support people to take an active part in their lives. One person was supported to use the bus independently and spend time alone in the community. Staff are familiar to the individuals they support and know them well. Many of the staff have worked for the service for a number of years. People have a variety of ways to express their views and opinions. We saw individuals are encouraged to make everyday choices. Staff consult daily with people about the support they receive. People we spoke with were complimentary of the care and support they receive. They told us

*"Staff couldn't do anything better"* rating the service as *"10 out of 10."*

*"I get on with all the staff. They are kind to me."*

*"We have lots of fun."*

*"All the staff are great."*

The service promotes hygienic practices and manages risks of infection. An infection control policy is in place. Staff have received infection control training in accordance with best practice. The service adopts safe medicine arrangements. There is a clear medication policy in place. It includes a procedure for ordering, storage and administration of medicines. Staff undertake training to support individuals with their medication. Regular audits ensure staff adhere to medicine practices. Staff told us they receive sufficient training to perform their duties.

The service's Statement of purpose (SOP) recognises the importance of meeting the needs of Welsh speaking individuals. All services user's linguistic needs are assessed prior to the agency providing a service. The service acknowledges people's cultural identity and language needs as an essential element of good quality care. United Response gives an undertaking they would look to ensure Welsh speaking service users can receive services in Welsh.

## Environment

This domain is not considered as part of a domiciliary inspection. The agency offices are suitable for their intended use with secure storage facilities. The premises are easily accessible and on local bus routes.

## Leadership and Management

The service provider has sufficient governance arrangements in place to support the smooth operation of the service. The manager is long standing and is a visible presence. supported people and staff told us they had a positive relationship with the manager. One staff member told us, *"We are one big family."* The manager carries out regular visits to supported people. They continued visiting people during the pandemic. Both the supported people and staff told us the visits were positive. The agency implements a clear set of policies and procedures to support practices and meet regulations. The policies and procedures are reviewed in accordance with changes in legislation. The service's Statement of Purpose is current and reflects the services provided by the agency.

There are quality and audit systems in place to review the progress and inform the development of the service. We viewed the last six monthly quality report for the service dated March 2022. It set out the service's aims and ways in which it could improve. We viewed the RI's last three monthly report dated April 2022. The RI has regular contact with the manager who has a sound knowledge about the day to day operation of the service. It set out most of the paperwork is accessible to senior managers and the quality team which has improved the level of overview of systems. Supported people's views and opinions are regularly sought from a range of sources. The organisation carries out satisfaction surveys for supported people, staff and relatives.

People are safeguarded by the agency's sound recruitment practices. We looked at personnel files for new recruits. We found the necessary employment checks had been conducted for the service providers to decide upon people's fitness to work with vulnerable people. Individuals undergo a probationary period to further assess their suitability. Newly appointed staff complete a recognised induction programme and are expected to complete QCF level 2 in care. All staff are registered with Social Care Wales, the social care workforce regulator.

Staff are trained and developed to undertake their role. The majority of staff have worked at the agency for a number of years. Staff told us they felt supported to carry out their roles. The agency matches staff members to supported people to ensure they have the right skills, interests to deliver care and support. Staff update their skills and knowledge via online training. The agency mandatory training statistics is 89%. Staff have regular supervision. During the pandemic, supervision was not always conducted face to face. Going forward staff said they would like to continue using telephone supervisions. The organisation has recognised the benefits of regular team meetings. They intend to conduct regular team meetings across the agency.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
N/A	No non-compliance of this type was identified at this inspection	N/A



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