



Date of Visit: 18/09/2024	Provider: Care Unity	Care Setting: Swansea Branch Office 422A Gower Road, Killay, Swansea SA2 7AJ
CMO: Kayleigh Davies	RM or Person in Charge James Davies RI Jacob Mcdonald RM	Time of Visit/s: 9am-1pm

Introduction: Information about the provider

Care Unity Swansea is a framework provider holding around 2.5% of the current business in Swansea and first registered with Care Inspectorate Wales (CIW) in December 2021. It is a domiciliary support service that provides care and support to adults in their own homes across Swansea. The head office is in Killay, The Registered Manager (RM) Jacob Mcdonald and the Responsible Individual (RI) James Davies are both registered with Social Care Wales (SCW).

Updates from provider & key areas discussed.

- Since the last monitoring visit was completed in 2023 Care Unity have now completed the tendering process for Swansea and have successfully become a framework provider.
- Care Unity now have 6 runs (31 service users and 15 staff) in place in Swansea following successful recruitment and picking up of packages over the last 12 months.
- There have been no safeguarding's or complaints in the last 12 months.



Paperwork/ system sampled and findings.

Staff

During the visit 2 staff files 7.5% were sampled checked

- Safe recruitment process
- DBS
- Supervisions/appraisals
- Staff meetings
- Training
- Induction & shadow shifts
- Contracts

- Care Unity recruit slowly just a few staff at a time to allow a steady growth to the service and to give new staff time and attention to settle into their role at Care Unity that is required before more staff are recruited into post. I seen evidence of 2 references being in place for files viewed, one previous employer and 1 character reference.
- It is clearly evidenced in files viewed that there is a safe recruitment process in place, new staff complete all required mandatory training and the rota system in place won't allow for staff to be allocated any shifts until it has been confirmed and evidence is uploaded that an up-to-date DBS, driving license and passport are in place.
- I see evidence that new staff complete 6-month probation and during this they complete a minimum of 2 days shadowing (more if needed/requested) and receive regular contact with management and a 1-month supervision is completed to ensure all is well and to see if there is any further training required.
- It was evident that supervisions are complete 3 monthly and appraisals annually. These cover topics such as outcomes achieved since last supervision, supervisor and staff comments, any barriers to achieving outcomes including any personal factors and goals for next supervision.
- Contracts in place for all staff, staff have the choice of 24 hours for a part time role or 37.5 for full time. Holiday is averaged from hours worked out using government annual leave template/form - e.g. 42 hours over 4 days would be 19.6 days per year annual leave.



- Training matrix was shared prior to my visit and showed that all current staff are up to date with all training.
- Staffing rotas confirm that people's calls are scheduled in line with the timetables of care provided by commissioners, rotas include enough time to travel between calls and to take breaks. Evidence of care worker attendance at calls via an electronic app, which the manager and RI can track.
- At time of visit there was no issues with staffing levels or any use of agency, the business is looking to expand and take on more POC in the near future.
- Internal staff surveys are completed 6 monthly, and the most recent evidenced staff are happy in their role at Care Unity and are given the opportunity to voice their views and feedback to management, a local authority staff survey was completed prior to visit and this showed that out of the 15 staff employed 11 completed the survey, 100% of staff reported that they feel valued and respected by their employer, 100% of staff said they are happy with their work life balance, none of the staff that completed the survey have considered leaving Care Unity recently, and when asked if they could change anything about their role staff commented things like '**There's nothing I would change everything about care unity is great**' and '**I will change Nothing I love what I am doing**' 100% of those that took part in the survey said they would recommend Care Unity as an employer to friends & family.
- Staff meetings are completed 3-monthly and allow both provider and staff to provide updates and raise any concerns during these meetings, there is an agenda followed giving the meetings structure.
- Staff at Care Unity are paid shifts rather than planned call times which appears to have a positive impact for those employed and guarantee's them a wage each month. Breaks are also paid to care staff and Staff are also paid 50p extra per hour for weekends and £1 per hour and also received a pay increase to help to cover the cost of tyres and mots within their wages, staff turnover is very positive at Care Unity and no staff members have left the company since February of 2024.



Service Users

During the visit, 3 Service User files (10.3%) were sample checked:

- Outcomes from LA care plan have transferred personal plan.
 - Risk Assessments up to date.
 - Manual Handling Plans (where required).
 - Reviews up to date.
 - Service user satisfaction surveys.
-
- Within the 3 service user files reviewed during monitoring visit Care Unity has up to date care and support plans for individuals which includes the full information from CCOS care manager.
 - All files were easily accessible to staff, with information on individuals easy to access, all files well indexed. Hard copies of the care plans are kept in the persons home, also available electronically for staff, there is availability for nominated relatives to access the daily records app to view activity when requested.
 - Records were completed daily and identified the care staff completing them, these records were sampled online, they were well written, informative and gave a clear view of how the individuals were during each care call.
 - Care and support plans from Care Unity were in place and within date on the files sampled. All areas of needs were identified and were laid out clearly for ease of reading. They had clear actions for staff to follow, to ensure individuals needs are met via a tick box system to remind staff of tasks that need to be completed during care calls, the RM advised these can be made mandatory if required to ensure these are not missed by care staff.
 - There was clear evidence that Care Support Plans and Risk assessments are reviewed regularly or when changes occur. New individuals to the service receive an initial assessment, 1 week update, 1 month update then 3 monthly review or when anything changes.
 - Where possible, there is evidence that individuals have contributed to the content of the Care and Support plans that are in place.
 - Each individual has wellbeing outcomes in place in their personal files. Participation is monitored in daily records and reviewed quarterly and

changed and developed as and when required. Each one is person centred, encourages independence where possible and encourages and allows individuals to continue to do those tasks they can do themselves.

- Risk management plans were in place for those viewed – e.g. medication, each potential risk listed and the increased risk factors, decreased risk factors outlined for each risk posed.
- The service has adopted the Local Authority’s medicines management policy, which requires care workers to complete medication training and build their competence in a phased way. Medication records are audited every month. I saw from the last audit that people have consistently received their prescribed medication. MAR charts were fully completed and signed by staff. Managers/Senior staff do a weekly check of medication and regular audits of the MAR charts. Records are kept of medication received and returned to the pharmacy. Any medication errors are reported to management, who will contact safeguarding and the contract monitoring team. They will also be recorded by the provider on their weekly missed calls meds error returns when required.
- Care Unity complete 6-monthly customer surveys which allow individuals receiving care and support to give feedback on how they find the care they receive, how staff are during calls provided and to raise any concerns they may have about the service.
- A copy of the Complaints Policy/Procedure is in place for individuals and family members in the persons home files. There have been no complaints raised in the last 12 months.

Desk top review

- **Internal monitoring log**
- **Dashboard info**
Received regularly
- **ECM**
Received weekly
- **Staff internal training matrix**
Up-to date.
- **Self-certificate**
Completed.
- **CIW report**
Visit completed Aug 2024, report to be shared once issued by CIW.



- **MMT training record**
Up-to date.
- **Internal DBS matrix**
Up-to date.
- **Internal assessment**
- **Statement of purpose**
- **Brokerage**
All contracts signed and returned.
- **Other information of note**
N/A

Areas of Good Practice

- Staff speak very highly of Care Unity as an employer, staff are paid shifts and feel valued as an employee of Care Unity, turnover of staff is extremely positive with nobody leaving the service as an employee since February 2024.
- Risk assessments on the environment, tasks and activities are completed where necessary and reviewed on an annual basis or sooner as changes occur to ensure a safe environment and reduced risks for all working and receiving a service from Care Unity.
- It is evidenced that Individuals are supported to make choices and decisions, with the right level of support for themselves and are also encouraged to feedback on the service they receive regularly to allow for any improvements needed to be actioned quickly and efficiently.
- Internal monitoring takes place regularly, this is done by the manager. RI undertakes their own internal monitoring of files, procedures and quality of care received in the persons home via spot checks.
- Annual quality assurance reports are produced in a timely manner and available- Reg 80 received.

Recommendations

None.