

Unite Highland Care Limited

Unite Highland Care

Inspection summary

CQC carried out an inspection of this care service on 28 February 2023. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

About the service

Unite Highland Care provides personal care and support to people living in their own homes.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

The service was supporting 15 people at the time of our inspection, 8 of whom received personal care.

People's experience of using this service and what we found

People told us staff were kind and helpful and knew their needs well. Staff treated people with respect and promoted their independence. People had opportunities to give feedback about their care and told us their views were listened to and acted upon.

Risk assessments had been carried out to identify and manage any risks involved in people's care. Staff managed people's medicines safely. People were protected from the risk of infection because staff followed good practice in infection prevention and control (IPC). Staff attended safeguarding training and knew how to report any concerns they had about abuse or poor practice. The agency's recruitment procedures helped ensure staff were suitable for the work they did.

People's needs were assessed before the agency provided their care. Care plans were developed from these assessments, which contained guidance for staff about how people's care should be provided. Staff supported people to maintain good health and followed any guidance put in place by healthcare professionals.

People knew how to complain and felt able to raise concerns if they were dissatisfied. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Staff had the training they needed to carry out their roles and to provide people's care in a safe way. Staff received good support from the registered manager and could speak up if they had concerns or suggestions for improvements. Quality monitoring systems helped the registered manager maintain an effective oversight of the service and to ensure people received safe, consistent care.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 7 January 2022 and this is the first inspection. Although registered in January 2022, the service did not begin providing care to people until July 2022.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**