

United Response

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: United Response

Provider summary

The provider was registered on:	15/04/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

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) is undertaken which identifies the training required for individual staff across all our services. The TNA focuses on essential training to equip us in providing high quality and safe person centred care that meets regulatory compliance. Staff completed a range of learning and development opportunities in person and virtually.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>A focus of United Response is a skilled highly engaged workforce. To support the retention and recruitment of staff we have:</p> <ul style="list-style-type: none">• Staff benefits scheme• Excellent training programmes• Supervision and annual reviews• Flexible working• Occupational Health support• Enhanced sick pay & bank holiday pay• 2 wellbeing days• Counselling service• Physio service• Family friendly policies <p>As well as the above we value our colleagues to foster and an open and inclusive culture.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
United Response	Domiciliary Support Service	None

Service: United Response

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">United Response is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	8

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Paul Gray

Service contact details

Service Telephone Number	07891 436 982
Service Contact Email Address	paul.gray@unitedresponse.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>We ask the people we support and their families for their views about the service in various ways. We encourage feedback and have contacted all known families to express their views in the last 6 months. We spend time with people daily encouraging feedback about the support they receive. In addition, individuals are consulted during 'house' meetings (in instances where a group of co-tenants have chosen to hold these). During their support plan reviews, person centred reviews, through questionnaires when individuals are not able to express their view verbally or in writing, alternative ways to obtain these views are explored, these can for example be direct observation by Service Manager, completion of learning log, feedback from relatives/advocates. We will do all that we can to ensure that we are able to understand how the people we support communicate effectively to ensure that people can live their lives to the full.</p>
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Compliance and quality statement

<p>Inspected - Areas for Improvement</p> <p>Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.</p> <p>We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.60
The maximum hourly rate payable during the last financial year?	£12.60

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	19	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	3	0	0
Care Worker	12	5	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	2

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	1
Senior Care Worker	3	0
Care Worker	12	7

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	3	0
Care Worker	19	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2
Care Worker	4