



## Inspection Report on

**Care Unity Limited**

**Care Unity Limited  
422a  
Gower Road  
Swansea  
SA2 7AJ**

## **Date Inspection Completed**

14/03/2023

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## About Care Unity Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Care Unity Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the service's first inspection since it registered in December 2021.
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Care Unity Limited is a new domiciliary support service that registered with CIW in December 2021. It currently provides care and support to people who live in their own homes in the Swansea area. The service is developing well and at a steady pace. The manager and responsible individual (RI) are the company's directors and are actively involved in its day-to-day running. The service has invested in electronic systems that help ensure people receive the right level of care. Written information about the service is available and undergoing review.

People are satisfied with the service they receive, which is both flexible and reliable. Staffing rotas are well organised, so people consistently receive timely care and support. People value their relationships with the staff team and have confidence in their abilities. Care workers monitor people's health and well-being and ensure they receive their prescribed medicines. Staff are content in their jobs and committed to providing a service that makes a positive difference to people's lives. They are recruited in a safe way and feel supported by both the manager and RI. The RI regularly seeks people's views about the service as part of its quality assurance process.

## Well-being

The service promotes people's health and well-being. Care workers have access to up-to-date personal plans, which explain how they can support people to achieve their personal goals. The electronic system used by the service also provides care workers with an overview of the care people need during each of their calls. Care workers monitor people's health and well-being and support them to maintain their independence, where possible. People are supported to access medical and specialist services. The service follows the Local Authority's medicines management policy to ensure people receive the right level of support with their medication. People have confidence in care workers, who feel that their induction and training adequately prepare them for their roles.

The service has developed good relationships with people and their representatives. Relatives feel the service communicates well and makes every effort to accommodate people's wishes. For example, call arrangements may be adjusted to support people to attend health appointments or pursue recreational interests. Relatives told us the service has improved people's quality of life and enabled them to continue living safely at home.

People feel listened to and have influence over the service they receive. Managers often consult people about their care and support to ensure it is meeting their needs and expectations. The service involves people in developing personal plans that will help them achieve their particular goals. The manager and RI gather feedback about people's experiences both formally and informally and use this to make positive changes. Care workers understand what is important to people and treat them with dignity and respect. People can access written information about the service. This is being reviewed to ensure it remains accurate and up to date.

The service has systems that promote people's safety. Managers assess people's needs before agreeing to provide care and support; this ensures the service is suitable for them. The service schedules care calls according to people's needs and preferences. Managers can monitor the delivery of calls to ensure people receive the right care at the right time. They are also available to cover calls and provide support to staff when needed. The service has a clear safeguarding policy that reflects Wales Safeguarding Procedures. Care workers complete safeguarding training and understand their responsibility to report concerns about people's welfare. Staff are appropriately recruited and vetted by the Disclosure and Barring Service (DBS). People are confident managers and staff would take their concerns seriously and deal with any issues quickly. Policies and procedures are in place to support safe practice; these are currently under review.

## Care and Support

Overall, people receive a good service. Care workers can be relied upon to attend calls when expected and provide appropriate care and support. Staffing rotas confirm that people's calls are scheduled in line with the timetables of care provided by commissioners. Care workers told us their rotas include enough time to travel between calls and to take breaks. Care workers confirm their attendance at calls via an electronic app, which the manager and RI can track. Weekly audits of call times are also carried out to check that people have received their planned level of care and support. People told us the service is flexible and will adjust call times or staffing arrangements, where possible.

Managers carry out assessments to determine whether the service can cater for people's particular needs. Information provided by commissioners is considered as part of this process. This ensures the service is suitable for people before they receive care and support. The service uses the information gathered to develop risk assessments and personal plans that explain how care workers can support people to achieve their goals. People and their representatives are involved in the development of their personal plans. These are kept under review to ensure they remain accurate and up to date. The manager has recently updated personal plans, so they clearly outline people's care requirements during each call. Care workers confirmed that personal plans include a good level of detail and are easy to follow. They told us they are informed about any changes and can view care documentation easily through a secure app.

People have developed good relationships with staff. We saw people enjoying positive interactions with care workers, as conversation and laughter flowed freely. Relatives told us they would recommend the service to others as care workers always treat people with kindness and respect. Care workers have a good understanding of people's needs and preferences. This helps them identify changes in people's health, so they can access the medical and specialist services they need. The service has recently 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. We saw from the last audit that people have consistently received their prescribed medication.

Care workers have access to personal protective equipment (PPE), which they use to minimise cross infection risks when providing personal care. Records confirm that staff complete training in relation to infection control. People told us care workers always clean up after themselves and handle their belongings with care. The service has an infection control policy that includes links to government guidelines. This enables staff to access the most up to date guidance.

## Environment

The quality of the environment is not a theme that is applicable to domiciliary support services as people are cared for in their own homes. However, we made the following observations:

The service has recently acquired new office space that contains the necessary equipment and facilities to support the delivery of the service and ensure confidential information is protected.

Managers carry out detailed environmental risk assessments relating to people's home environment. These identify how care workers can manage environmental risks and provide care safely.

## Leadership and Management

The service is being managed well. The RI and manager have secured the necessary resources to deliver a safe, effective service that is growing steadily and successfully. Both the manager and RI play an active role in its day-to-day running. Staff told us there is “*always someone available*” and they “*can pick up the phone at any time*”. The RI formally assesses service standards every three months by gathering feedback about people’s experiences. The RI will ensure staff views are sought and documented as part of this process. The RI also carries out quality of care reviews, which consider how the service performs over six-month periods. The report from the latest review shows that people have positive experiences. Due to the recent growth of the service, the RI told us future reports will better reflect people’s achievements and the views of staff and commissioners. It will also include an action plan for improvement.

People experience good continuity of care. They are supported by a small group of care workers who are familiar to them and who have a good understanding of their individual needs and preferences. People told us they are always introduced to new care workers before they provide their support. The service carries out the required pre-employment checks before appointing new staff. The manager will be implementing a system to monitor the renewal dates of DBS checks to ensure they are undertaken every three years. The service carries out identity checks for staff but does not consistently retain copies of their birth certificates and passports, if available. The manager assured us this would be addressed.

Care workers are required to complete mandatory online training and a shadowing period, during which they can apply their learning to practice and familiarise themselves with people’s particular needs. Managers have arranged for staff to complete practical moving and handling training, which will allow the service to support people who need physical assistance with mobilising. Care workers are familiar with safeguarding and whistle blowing procedures, and records confirm they have completed safeguarding training. The online training programme used by the service provides a basic overview of the courses care workers have completed. The RI intends to develop a more detailed training matrix that allows staff training requirements to be monitored and planned more easily. This will be particularly useful as the staff team grows.

Information about the service can be accessed easily. The service has a detailed statement of purpose that explains clearly how it operates. A written guide is also available for people. This requires additional information about fees, the terms and conditions of service, and the role and contact details of relevant agencies. The RI assured us the written guide would be updated and reviewed at least annually. We viewed a sample of the service’s policies and procedures and found that they refer to relevant legislation and guidance. The RI told us all policies and procedures are due for review to ensure they remain appropriate; these will then be dated and reissued to staff.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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