



Inspection Report on

Unity Care Ltd

**Unity Care Ltd
148c
Crwys Road
Cardiff
CF24 4NR**

Date Inspection Completed

25/03/2024

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About Unity Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Unity Care Ltd
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Unity Care provides care and support to people in their own homes, some of whom live with Dementia. People highly recommend the service, describing it as “*Amazing*,” and “*Fantastic*.” Care workers competently deliver a high-quality service to enable people to be as independent as possible. The service is extremely reliable, and people like that they have the same team of care workers for many years. Communication is very good.

The service is run smoothly with an experienced, efficient manager who ensures systems and procedures are followed. The service safely recruits care workers, who are registered with the workforce regulator and receive robust training. People like their care workers and the friendships they develop with them, as they become such an important part of their daily lives.

The provider is also the responsible individual (RI), and along with other directors, they provide care and support within the service, foster a positive culture, and have daily oversight of the quality of care. They insist on high standards, and do not accept anything less from care workers. The service makes sure the person is at the centre of care delivery. People give examples of how the service, RI, manager, and care workers go above and beyond. They listen to what is important to the person, helping wherever they can to improve their lives, and the lives of others who matter to them.

Well-being

The service ensures people have the right information. A 'statement of purpose' is kept under review and available to let people know what the service offers. This is available in Welsh if required. People receive a schedule of care and people tell us, "*We always know who's coming and when.*" Communication is very good and important information is shared with relevant professionals if needed, to help provide the best possible service and care. Care workers are described as "*Patient,*" taking time to listen and engage with people.

The provider helps to keep people safe and protected from abuse and neglect. Robust recruitment systems are in place to ensure care workers are fit to work with people in a vulnerable situation. Care workers register with the workforce regulator, Social Care Wales. Careful consideration is given to training and all care workers receive specialist training, in addition to their mandatory training, to understand and meet people's needs. Care workers are confident and competent in their role. Risk assessments are part of personal plans and support positive risk taking in addition to reducing risks of harm. Care workers understand how to report any safeguarding issues, and everyone receives information about how to raise concerns if they need to. The service goes the extra mile to support people during times of crisis, for example, when they may be unsafe as their lock has broken in their entrance door.

People are happy and do things which make them happy. People experience good outcomes as the service enables them to remain in their own homes and supports them to do the things that are important to them. People very much appreciate their care workers who are described as "*Delightful,*" and "*Wonderful.*" Due to the exceptional continuity of care, people form strong relationships with their care workers and like that they become 'friends.' People have the right person to deliver their care and support, providing opportunities for positive experiences through shared interests. Many people told us "*You can have a laugh with them,*" and told us how care workers help make them feel at ease.

The service listens to people's individual circumstances. People are consulted and personal plans developed so that care can be delivered according to this. As people's needs change, they are part of the reviews and help shape their care delivery. The service is successful in communicating with people who have experienced failed packages of care with other services, finding new ways of working with them to help them achieve their desired outcomes. Care workers are consistently responsive to people's needs and have outstanding patience and communication skills to ensure success in helping the person achieve their goals.

Care and Support

Outstanding care is delivered in a respectful and sensitive way. People we spoke with told us of the exemplary care workers who communicate effectively and show great respect while undertaking their role. Personal care is delivered in a dignified manner, and one family member told us how their relative is helped to feel at ease when this is being carried out, describing the care as “*Superb.*” Another family member told us how the care workers help a person lives with dementia, making them laugh while encouraging routine. The service respects people as individuals, and whilst they maintain professional boundaries, everyone we talked with told us how important their care workers have become; being “*Like family.*” Care workers identify when people need additional assistance and provide this, often going above and beyond to support not just the person, but their representatives who may be struggling, doing the little things which make a big difference, such as “*Picking up a loaf of bread when I’ve run out.*”

Continuity and reliability of the service is exceptional. People who receive care and support from the service for over four years tell us they have the same team of care workers. Every effort is made to match the right care workers with the right people. People know who is going to be providing their support and when. Records show good timekeeping and people confirm this is the case. Calls are never missed, with members of the management team helping to cover where required. The RI and other directors go above and beyond, helping with emergency situations as some people who have no one else living nearby, rely on them as a point of contact. We are told how the service helped reduce the anxieties of one person who had several hospital admissions and was fearful of losing their continuity of care, but the management arranged to maintain the package, which was so important to the person.

The service ensures documentation to support quality care is in place. People have copies of their personal plan which reflects their care needs and what they would like to achieve. This is kept under review. People told us how helpful the service is in referring to specialist health services or providing the right information to help them seek support. Risk assessments are in place to consider safety, and care workers keep a handover diary to help make sure important information is shared so action can be taken if required. Daily records are thorough and show the care people receive.

Leadership and Management

Governance arrangements are in place. The RI, who is also the provider, oversees the service and has a daily presence. They have extremely high expectations of service delivery and consider all aspects as part of their duty to monitor the quality of care. As a small service provider, the RI and other directors support and provide care delivery, having a clear understanding of the aims and culture to be fostered. They encourage all care workers, including younger, newer members of the team as they lead by example in the provision of care. People tell us that the RI is “*So hard working,*” and give many examples of how the service is “*Outstanding*” in its field, as the RI, manager, and other team members, “*Truly care.*”

The service is run smoothly. An exceptionally organised and efficient manager ensures systems are in place and followed. They are approachable. People know who the manager is and tell us that they go above and beyond to help them with additional information. Documentation is completed in a timely manner. People’s preferred call times are recorded and adhere to, with good monitoring of this and care records to help inform the RI when considering the quality of care delivered. Documents to inform people about the service, including the ‘statement of purpose’ can be made available in Welsh if people require this, though the manager confirms the service would find it difficult to deliver a service through the medium of Welsh.

The provider safely recruits care workers, and they receive support to develop in their role. Clear documents demonstrate the service completes pre-employment checks to ensure care workers are suitable to work with adults in a vulnerable situation. References and records to show checks are made with the Disclosure and Barring Service are available. The induction of care workers is well thought through, with good shadowing experiences to ensure they are confident and competent. One person confirmed this and told us, “*The RI is very good, they won’t let staff provide care unless they are fully trained and competent.*” Care workers receive supervision meetings with a line manager to support their development and consider their performance.

Care workers are knowledgeable, competent and have the skill levels required to help people achieve their personal outcomes. The service provides face to face training and all care workers attend. This gives care workers the understanding and capabilities to support people with their needs, including Dementia, Parkinson’s and Catheter care.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
12	The service provider is not evidencing that they are reviewing policies and updating them in line with current guidance, so they lack detailed procedures for care workers to follow.	Achieved

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