



Inspection Report on

Care Unity Limited

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

Date Inspection Completed

20/08/2024

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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	14 March 2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Care Unity Limited is a well-organised service. People receive timely care and support which allows them to continue living safely in their own homes. They enjoy meaningful interactions with care staff, who are friendly and professional and have a positive approach to care. Care staff can access personal plans easily and these are regularly reviewed and updated. The Responsible Individual (RI) manages the day-to-day running of the service alongside another manager. They lead by example, instilling a culture that puts people first.

The service operates with sufficient numbers of staff. Staff feel valued and driven to progress in their roles. Managers actively promote their personal well-being and ensure they receive training and support to upskill and empower them. There are effective systems in place for monitoring the quality of the service. People are highly satisfied with the service they receive and trust that managers will address any concerns.

Well-being

People are respected for who they are. Managers consult people about care arrangements and make every effort to cater for their individual needs and wishes. These are reflected within comprehensive personal plans that provide an insight into what is important to people. The service is flexible in accommodating specific call times where possible. People told us they have control over how they are cared for. Care staff understand and support people's care preferences and routines. People are given information about the service and know how to get support if they need it. The RI values people's views and considers these when assessing service standards.

People experience a safe, reliable service. Managers employ enough staff to meet the demands of the service. They complete the necessary pre-employment checks to ensure staff are suitable for care work. Care calls are carefully planned and monitored, so people receive the right care at the right time. People know the care staff supporting them and feel confident in their abilities. Care staff are guided by up-to-date personal plans, which take account of any risks to people's safety and well-being. Care staff receive excellent support from managers, who value their personal well-being. One staff member said, *"I've never worked for a company that makes so much effort to ensure staff are happy and comfortable"*. Managers are committed to getting things right, which people have expressed gratitude for – *"Always kept updated and informed of any problems or issues. Easy to contact and any issues resolved quickly"*.

People receive good quality care which promotes their physical and mental well-being. They cherish the relationships they have developed with care staff and enjoy their time together. People are supported in line with their personal plans and their well-being is closely monitored. Care staff minimise infection risks by promoting good standards of hygiene. People receive appropriate support with their medication and are encouraged to maintain good nutrition and hydration. Managers motivate care staff to give people the best possible experiences. Care staff feel valued knowing they are making a positive difference to people's lives. The service has received a lot of positive feedback, such as *"The whole team are amazingly supportive and helpful. Their care and help is invaluable and they make you feel worthy and that nothing is too much trouble for them"*.

Care and Support

Managers carry out assessments to determine whether the service is suitable for people before care arrangements are confirmed. These assessments consider what people want to achieve from their care and support. People are also given a written guide that explains what the service can provide. We found that the service is meeting people's needs and expectations. A professional reported *"Supported people seem happy with the service received. I've never had any complaints"*. One online review says, *"They respect the person they are looking after and the family they are supporting and take trouble to find out what is wanted and normal for them"*.

People have confidence in the service. Care staff attend calls when expected and provide the level of care and support people need. One person said, *"The system works well; I'm well looked after"*. We found calls to be planned and delivered in line with agreed timetables of care. Where possible, the service adjusts staffing rotas to accommodate individual requests regarding call times. Staff are given enough time to travel between calls and to take breaks. Managers track the delivery of care calls, so any issues can be addressed immediately. Care staff are prompted through a secure mobile phone app to complete essential care tasks during every call. This helps ensure nothing is missed.

People receive a consistently good standard of care and support. Their individual needs and preferences are identified within personal plans, which are regularly reviewed. Care staff can refer to personal plans easily and it was clear from our observations that they know how people like to be cared for. Care staff treat people's property and belongings with respect and maintain a good standard of hygiene. Personal protective equipment (PPE) is available and used appropriately when care staff provide personal care. The arrangements for managing people's medicines are clearly set out within personal plans. Care staff prompt or assist people, as needed, to take their prescribed medicines. They also encourage people to eat and drink well. People's well-being is monitored during calls and documented within call logs that care staff can look back on. Care staff immediately report concerns about people's welfare to managers.

People look forward to and take comfort from their interactions with care staff. We heard conversation and good humour flowing naturally. This appeared to lift people's spirits, along with care staff's compassionate, upbeat approach to care. People said, *"They're all very friendly"* and *"I'm happy, I've no complaints. They all do good work"*. Care staff described confidently how they support people to make choices regarding their activities of daily living. The service has received many compliments from relatives wishing to express their gratitude. These include *"Very happy with the support provided. It's made our lives easier"* and *"Friendliness apart, everyone was professional and trustworthy. They went over and above what was required"*.

Leadership and Management

There is a culture of positivity embedded throughout the service. Managers are passionate about going the extra mile for people. They have successfully secured extra funding so they can support one person to explore more social opportunities. Staff told us *“The managers know every detail of people’s lives”* and *“They thrive on keeping the supported people happy, including families – it’s at the top of their to-do list”*. Staff newsletters include reminders to do the small things that really matter and make a difference to people. Since starting at the service, one staff member has reflected *“I know I’m making a huge difference to people’s lives which makes them happy and, when they are happy, I know I’ve done a good job and that makes me happy”*. The service is proud to have won an award for putting people at the centre of their care.

Staff receive an exceptional level of support from managers which makes them feel truly valued. One staff member said, *“They always take into account our personal life and will bend over backwards if you’ve got a request”*. Staffing rotas are carefully designed to give staff a good work-life balance. For example, shift times span no more than twelve hours per day and staff receive alternate weekends off. Staff are paid for their full shifts, including any time gained from cancelled calls. They receive an annual bonus in December and an enhanced rate of pay for working overtime, weekends and some public holidays. Managers are available to support staff when needed. Staff told us *“I feel confident in the managers. I always have really quick responses, so never feel alone”* and *“Help is always on hand. The managers are there all the time”*. All staff have been supplied with useful equipment, such as a phone charger, first aid kit, tyre pump and puncture repair kit. They also received a pay increase to cover essential car costs.

Staff are well prepared for their roles. Managers ensure enough staff are employed before accepting new packages of care. Staff are appropriately recruited and vetted. Managers support them to register with Social Care Wales and work in line with their code of practice. New staff are given ample opportunities to shadow experienced staff and build relationships with the people they support. They receive a good range of training and feel motivated to develop and progress in their roles. One staff member said, *“It’s the best move I made”*. Staff regularly meet with managers to reflect on their performance. These supervision meetings are initially held more often than is required by the Regulations.

The RI is actively involved in the running of the service and has systems in place to formally assess standards. The RI sets actions to improve the service, taking into account the views and experiences of those receiving and providing care. The service has a clear policy for dealing with complaints and managers ensure they pass on any compliments to the staff team. Managers also keep staff, relatives and professionals updated about people’s well-being. One professional said, *“Communication is always great”* and a relative reported *“Staff keep us updated and are very professional and friendly”*.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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Date Published 10/10/2024