



## Inspection Report on

**Unity Care Ltd**

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

## **Date Inspection Completed**

13 April 2022

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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	This is the first inspection of this service since registration under The Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

The service provider has nominated a responsible individual (RI) to oversee the service. A family run service, it remains small with the RI providing care as part of a regular, experienced workforce. A manager is in place and ensures the smooth running of the service. Documentation and records are organised. The service provider has not fully reviewed policies to ensure current guidance is included.

Unity Care provides support for people in their own homes in the community. People are “*very happy*” with the care they receive. Agreed care and support plans are in place to guide the care workforce. People and families appreciate the attention to detail when care is provided. The service is reliable, with consistent care workers who are well-trained and experienced.

## Well-being

The service consults people about their care needs before their care package begins. Care and support plans reflect information that has been captured including the individual's wishes. The service does not provide an active offer of the Welsh language, but makes every effort to communicate with people, including those with sensory loss or limited capacity. Management and senior care workers regularly consult with individuals to check they are happy with the care they receive. The RI also consults with individuals as part of their assessment of the quality of care. People are happy with the care, care workers and reliability of the service.

People's health is considered, and individuals are supported to stay as healthy as they can. Support is provided to access nutritious meals and snacks. Meals are provided if people require. People's personal hygiene needs are met and attention is paid to monitoring of skin conditions. People's home environment is kept clean, and laundry done to ensure risks of infection is controlled. People receive care in a timely manner, including prompting of medication.

The service takes measures to safeguard people. Checks are made to ensure care staff are suitable to work with vulnerable people. Care workers receive training and know how to report any concerns they may have about the safety of vulnerable individuals. Risk assessments are in place. There are systems in place to monitor the quality of the service, such as regular spot checks.

## Care and Support

People or their representatives tell us how happy they are with the reliable service they receive. People receive their calls within agreed times. This is important as some people told us they rely on the care worker to provide them with meals or medication administered at regular intervals.

Care assessments are completed and include information given in support plans provided by professionals. These inform the writing of care plans that are detailed according to people's needs. Risk assessments around provision of care in a person's own home are in place. People confirmed that care plans are available for care workers to read in their own homes. A 'Service User Guide' is also available in people's homes to give very clear and detailed information, including what to do if a care worker appears to be late, or what to do if someone wishes to raise a concern. Regular reviews of care plans take place, and records of telephone consultations are kept on file.

Daily records show that care has been provided in accordance with an agreed care plan. People told us that they receive support with personal care, help with domestic chores and other agreed tasks. One family member told us: "*they do well*", referring to the demanding nature of the care that needs to be provided for their relative. Health professionals are involved if required and the service provides a complimentary service to maintain the health and well-being of individuals. Care workers prompt people to take their medication, and when necessary, assist them to administer it. The medication policy has not been updated therefore medication records lack important information. The manager changed the medication record immediately, but further guidance needs to be sought to ensure these records are robust.

Care workers are described as "*marvellous*" and "*wonderful*", and we were told how the service goes above and beyond to support people in the community. Care workers are matched to people, and one person told us how it is important to them to receive care from a person of the same gender. The service cannot guarantee provision of care workers who speak Welsh at a required level. People and their families appreciate the attention to detail the service provides, such as giving someone with poor sight bowls of snacks, including fresh fruit, within easy reach. The service keeps cards and letters sent to them that evidence people compliment the care workers and service.

## Leadership and Management

The provider has nominated a responsible individual (RI) to have oversight of the service. They carry out their duties with due diligence, visiting the service, consulting with people and considering the quality of care. They ensure the service is provided in accordance with the 'Statement of Purpose' which is a document that informs people what to expect from the service. Quarterly reports, and six monthly 'Quality of Care' reports are produced, meeting regulatory requirements. Policies are in place but require reviewing and updating with details to ensure care workers have adequate information about how to follow procedure. The service provider has started to take action to improve policies. This is an area for improvement and we will follow this up at the next inspection

The RI has appointed a manager who is extremely organised and ensures the smooth running of the service. Systems are in place to make sure records and documentation are maintained in accordance with regulatory requirements. Particular attention is paid to confidentiality, and procedures are followed to protect people's information. There is good communication between the RI, manager, and care workers; and people who use the service tell us that communication with them is also good.

The service recruits care workers in a safe manner. Checks are carried out to ensure care workers are fit to work with vulnerable adults in the community. Unity Care is a family run service, with many family members providing care in the community, including the RI and her husband. All have the necessary qualifications and have decades of experience in care provision. The RI and more senior care workers oversee induction training and shadowing opportunities in the community. They also conduct supervision of care workers and ensure standards of care are maintained as they regularly check on standards of care. Personnel files are organised and contain required information. Training records demonstrate that care workers have the relevant knowledge and skill to carry out their duties. Care workers are provided with training to make them aware how to protect vulnerable people from abuse, and how to raise concerns around this if required. The majority of care workers are registered with Social Care Wales, the regulator for the social care workforce.

The provider intentionally keeps the service to a limited size, so they continue to provide care that is overseen easily by the RI. The RI manages call times and staff allocation. They have awareness of every call, and support care workers to contact people if for some reason, calls are running late. Call records show care workers attend people's homes around the time of agreed calls.

### 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
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.	New



**Date Published** 12/05/2022