Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:		Unity Care Ltd
The provider was registered	ed on:	02/05/2019
The following lists the provider conditions:	There are no imposed conditions asso	ciated to this provider
The regulated services delivered by this provider	Unity Care Ltd	
were:	Service Type	Domiciliary Support Service
Type of Care	None	
	Approval Date	02/05/2019
	Responsible Individual(s)	Beverley Savoury
	Manager(s)	Frances Chivell
	Partnership Area	Cardiff and Vale
Service Conditions	Service Conditions	There are no conditions associated to this service

Training and Workforce Ranning	
Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We discussed the training sessions required with our external training provider including refresher courses where required and arranged five 3 hour training sessions for all care staff and the Directors and Manager to attend to continue their professional development. We organised client cover to provide availability for all staff to attend the training sessions which we hold on a Saturday.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Through experience we find that word of mouth rather than advert ising has been more successful to recruit staff. We pay for DBS c hecks and the update service, for attending all training sessions, Social Care Wales registration fees and uniforms. We pay the rea I living wage and above, travelling time and mileage. We provide c ontinuous support to all staff to alleviate any pressures or difficulti es they may encounter in their work. The Directors work alongsid e the care workers in client's homes.

Service Profile

Service Details Name of Service Unity Care Ltd **Telephone Number** 02920345553 What is/are the main language(s) through which your service is English Medium provided? Other languages used in the provision of the service British sign language Level1

sion

People Supported		
How many people in total did the service provide care and support to during the last financial year?	30	

Fees Charged

The minimum hourly rate payable during the last financial year?	15.99
The maximum hourly rate payable during the last financial year?	25.29

Complaints

What was the 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
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We carried out four telephone spot checks with clients or their no minated representatives and also sent out Quality Assurance Que stionnaires to all clients and their nominated representatives in O ctober. The Responsible Individual visited several clients each qu arter to discuss their care provision and to establish if they were h appy with the services they were receiving from Unity Care Ltd. T he Registered Manage contacted new clients after a few weeks of receiving the services to ensure that they were happy with the ser vices and if there were any problems.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro-	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We provide services to each of our clients in accordance with t heir care plans and deliver the services as the client wishes. Cli ents are given choices to assist them with their day to day living e.g. choice of clothes to wear, choice of food and drink and, on rare occasions, they may choose to request a change of care w orker. Our care workers ensure that privacy and dignity are maintained when carrying out their duties by closing curtains, door s etc. Clients or their representatives may contact us at any tim e to request changes to the care plan, we will endeavour to accommodate the request and contract the commissioners of the s ervice to ask if the additional services may be added to the pac kage of care for the client. We aim to provide continuity of care for our clients with the minimum number of care workers attending the calls. If clients are housebound we can try to arrange ho me visits from community dentist, optician, chiropodist, hairdres ser in addition to home visits from GP's, District Nurses, Occup ational Therapists and other professionals involved in the care of the client. For some clients we are added to the nominated c ontacts for the Community Alarm Service. If there are major even ints in Cardiff and routes to client homes may be affected we no tify care workers and clients. We change the clocks for clients e ach Autumn and Spring if required, if clients live alone care wor kers will put refuse out for collection. We offer 24 hour support to o clients, their representatives and staff who are able to contact the Directors of Unity Care Ltd. If the out of hours call is made t o the office number it is redirected to a Director's mobile at no co ost to the caller. We contact the clients and/or their representat ives at least 6 times a year by phone or written questionnaire a nd personal visit from the RI for feed back on the services they receive, the quality and if there are any additional services they receive, the quality and if there are any additional services they receive, the qualit
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our services to clients include personal hygiene, dressing/ und ressing, preparing drinks and meals and prompting medication. We also monitor skin integrity if required. We are able to provide e a nutrition sheet for care workers to record details of food an d drink prepared and eaten at visits to clients. Any concerns at out clients not eating or drinking or skin integrity are reported t o the office and we advise the family and relevant parties if req uired e.g.GP, district nurse, social worker. We also contact the GP, dentist, optician and other professionals such as hairdress er, chiropodist to arrange home visits if requested by the client or their representatives. If the client's needs change and equip ment or additional equipment is required to assist with carrying out day to day tasks and maintaining client safety and indepen dence we will contact the Occupational Therapist and / or Socia I worker to arrange for a visit to assess the client's needs and f or equipment to be installed in the home etc. Should the client t equire any repairs to any items in the home we can contact Can e and Repair to assist the client who have been very helpful in he past. We can also contact V.E.S.T. to arrange transport for he client. We collect prescriptions for the client if requested. If t me permits care workers may carry out additional tasks for the clients which may involve pegging out laundry, folding laundry when dry and putting away, cleaning up spills, purchase small i ems, being contactable to provide assistance if the client's fami y or representatives are away. We contact representatives to a dvise that bills have not been paid to avoid utilities being cut of for the client. We encourage care workers to check where poss ble for out of date foods and to advise if food supplies are low. Clients and their families and representatives are happy with th e support they receive from us to maintain the client's health ar d well being from the reviews we carry out each year.

The extent to which people feel safe and protected from abuse We ask at each spot check and Quality Assurance Review if th e client feels safe. All staff have SoVA training with refresher tra and neglect. ining at regular intervals and the staff handbook contains detail s of our safeguarding procedures. All staff report any concerns about their clients to the office. The two Directors of Unity Care Ltd also provide care services to the majority of our clients - inc luding double handed calls - and we feel that this enhances our clients and our staff feeling safe and protected in the home / wo rking environment. The clients are able to speak to the Director s in private about any worries which may arise. We ensure that all new care workers joining Unity Care Ltd shadow established care workers visiting clients for a minimum of two weeks, this pe riod could be extended if the care worker doesn't feel confident and competent enough to continue on their own . We feel that t his develops a trusting relationship with clients and staff which c ontinues the routine and schedule that they are used to and th ey feel able to trust the new care worker to provide their service s. This also helps to lower anxiety levels.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 9.50 31 March)

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
	pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0

Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberties, Fire Awareness, Stress Ma nagement, Reporting and Record Keeping
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Does your service structure include roles of this type?	No
Other supervisory staff	I.
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	
5	0
Safeguarding	0
Safeguarding Dementia	
	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberties, Fire Awareness, Stress Management, Reporting and Record keeping two members of staff
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	t term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this	No
type?	
Other social care workers providing direct care	
	Yes
type?	
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise
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type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding	2 cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 0 0 0 0
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pertinent to this role which is not outlined above.	Deprivation of Liberties (8), Fire Awareness (8), St ess Management (8), Reporting and Record keepi g (8)
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	9
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
List the role title(s) and a brief description of the role responsibilities.	Driver - driving Responsible Individual to clients home and office. Office Admin Assistant.
Filled and vacant posts	
No. of staff in post	2
No. of staff in post No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0
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Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
	0