Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Unite Care Group Ltd

First Floor, Conway House , St Mellons Business Park , Cardiff , CF3 0EY

02920263303

The inspection visits for this service took place between 16/01/2026 and 03/02/2026

Service Information:

Operated by:	Unite Care Group Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Excellent

Summary:

Unite Care Group Ltd provides care and support for adults living in their own homes across Cardiff. This report reflects people's experiences across these areas. The main operational office is in Cardiff.

People experience good well-being outcomes that support their independence and safety. Care staff build warm, trusting relationships through consistent staffing and familiar routines. People describe care staff as *"kind, caring, friendly and very supportive"* and many people say the service is good or excellent. People feel listened to, involved in decisions and confident their rights are understood. Communication from the office team is clear and responsive.

Care and support is good, personalised, reliable and well planned. Personal plans are detailed, strengths based and reviewed regularly with people. Oversight systems are robust and support timely action and effective multi-agency working.

Leadership and management are a strong and consistent feature of the service. Leaders promote positive outcomes for people through proactive, reflective and effective oversight. Recruitment, supervision and support for staff are robust. The induction and training programme is bespoke, innovative and delivered to a very high standard. Most care staff told us the training and development programme is "*excellent*". Staff feel valued, well supported and highly motivated. Professionals describe management as collaborative, organised and transparent. The service maintains high standards and continues to deliver sustained positive outcomes for people. Leaders

have addressed all improvements identified at the last inspection and now exceed expectations. Their bespoke, high-quality induction and training programme strengthens the service and benefits the people who use it.

Findings:

Well-being — Good

With few exceptions, people are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. People describe care staff as *"kind, caring, friendly, funny and very supportive"*. They say care workers know their routines well and *"do things the way I like them."* People consistently report good to excellent care, telling us, *"I get an excellent service," "Brilliant… they are two of my best friends," and "They do a first-class job."* We observed warm, positive interactions between people and care staff. They build strong relationships by using shared interests and familiar routines to help people feel confident

Many people have control over their day-to-day lives and are aware of their rights and entitlements. They are involved in making decisions that affect them, and their voices are consistently heard and respected. People feel listened to and involved. They say the office team responds quickly, communicates clearly and is *"approachable and easy to get hold of."* People understand their rights because the service user information guide is clear and signposts advocacy support. The provider has communication systems which provide transparency and supports choice. The provider's internal 'Family App' increases people's control by showing who is due to visit and when.

People are safeguarded from abuse and neglect. When concerns arise, management staff address risks proactively and advocate for people's rights. There are effective mechanisms to ensure every voice is heard and respected, and systems to identify and address risk promptly. We found safeguarding practice is effective and timely. Consistent care staff have a good understanding of people's needs and recognise and report any changes in their health or well-being.
Care workers know how to recognise when someone becomes unwell. Senior staff act quickly by referring to the appropriate health or social care professional.

Care & Support — Good

People receive the quality care and support they need to achieve their personal outcomes. Care is designed in consultation with people and considers their wishes, aspirations, risks and specialist needs. Personal plans are detailed and strengths-based, clearly outlining how care staff should support people to help them achieve their well-being outcomes. Plans consistently include people's preferences, routines and beliefs. There are strong and effective recording systems in head office for oversight. Senior staff monitor concerns promptly and take timely action with families and professionals. Reviews are detailed, regular and co-produced with people. Staff ensure reviews are meaningful; by checking all decisions with people and ensure their choices shape the support they receive.

People experience good continuity of care. Many people experience dignified, respectful support and meaningful interactions with care staff. People say staff know their routines well and keep them well informed through good communication. Care staff engage in more social discussions, which helps people feel valued. With few exceptions, people describe the service very positively; with some saying staff "*go the extra mile*". All people using the service told us its reliable and they value the consistent team of care staff now in place who understand their needs. Office staff are described as professional, friendly and responsive. Feedback confirms timely visits, improved organisation and a partnership approach to care delivery.

People are encouraged to take positive risks to boost confidence**.** Care staff give helpful advice that enables families to support people's conditions at home. Relatives told us the service reduces their stress because they feel reassured and involved. Reflective work completed by team leaders shows senior staff are motivated to adopt person-centred and outcome-focused practice. They take thoughtful steps to promote people's independence and well-being. For example, one person receives additional night-time after the team leader analysed and identified patterns and trends in falls. This proactive approach has helped improve the person's health and physical well-being. Another person, who had lost confidence using equipment, received increased support visits from a team leader. They worked with an occupational therapist to understand the person's wishes and advocate for equipment that better supported their independence. Care workers received clear guidance on taking positive risks to help the person regain confidence.

People's medication is safely managed. Care staff support people to take their medication as prescribed and managers are strengthening medication practices to ensure they always follow the medication policy and national guidance. Regular audits maintain good standards.

People's risk of infection is minimised through good hygiene practices, staff training and sufficient supplies. Care staff understand and implement safe infection-prevention practices.

Leadership & Management — Excellent

The leadership and management team have strengthened how they recruit, support and train staff, and how they organise the service. We found clear evidence of safe and robust recruitment checks, enhanced staff training and much stronger managerial oversight. Leaders have gone beyond meeting expectations. Their oversight systems are robust, detailed and responsive. This results in clearer processes, better organisation and improved outcomes for people.

Leaders use comprehensive audits to monitor practice. These audits drive sustained improvement. Audits are regular, detailed and highly effective. Findings are analysed monthly. These insights directly shape training, practice and rota planning, ensuring the service continually adapts to people's needs. We saw strong evidence of reflective practice and structured oversight of day-to-day operations. Reports produced by the Responsible Individual (RI) are high-quality, transparent and focused on improving people's outcomes. Professionals describe the service as positive, organised and collaborative. They highlighted "*effective information sharing*," "*professional curiosity*," "*commitment to multi-agency working*," and management's "*genuine listening ear*." This level of external partnership ensures excellent standards are maintained. Reflective analysis also helps ensure improvements are sustainable.

Staff training and development is bespoke, innovative and inclusive. The induction and training programme is classroom-based and delivered by a training specialist. Sessions are tailored based on the RI's direction and informed by audit outcomes, such as reflective supervision themes, staff consultation and feedback from people using the service. Training includes case studies, scenario-based learning, group discussions and adjustments for care staff with additional learning needs. Care staff repeatedly praised the training as "*extremely good*," "*high standard*," and "*focused on how we can keep improving*." Several care staff told us, "The *training and development is excellent here*". These strengths show the provider exceeds expectations in building competence, confidence and motivation across the workforce.

Leaders are visible role models who guide the strategic direction and support care staff well-being. The RI is actively involved in day-to-day operations and care staff communication and consultations. Care staff told us they feel respected, listened to and able to contribute ideas. They told us they feel valued, supported and confident, describing the workplace as *… a great place to work*,". Care staff told us, "*I love working here*." and "*I feel well supported the atmosphere made me feel like I'd known everyone for years*." All care staff are regularly offered fixed contracts and work patterns are well planned, because leaders coordinate schedules with care, ensuring care staff with the right skills and knowledge to support people. Care staff receive paid travel time. They work in

set designated areas and visit the same people consistently. People told us the same team of care staff “*always turn up reliably*,” reflecting strong organisational oversight and planning. When care arrangements need adjusting, management act promptly and communicate clearly with all staff, people and commissioners.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.