Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Unity Care Ltd

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

02920345553

The inspection visits for this service took place between 27/02/2026 and 02/03/2026

Service Information:

Operated by:	Unity Care Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

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

Summary:

Unity Care is a small service which provides excellent care and support to people in their own homes in the north of Cardiff.

'Well-being' is rated 'excellent' because people experience strong emotional and practical support from a small, consistent team who know them well. Relationships are warm and trusting, enabling people to feel safe, valued and in control. Care staff provide flexible communication, meaningful companionship and small acts of kindness that promote independence, reducing loneliness and contributing to consistently positive wellbeing outcomes.

'Care and Support' is rated 'good' because people receive compassionate, reliable care that meets daily needs and supports stable health outcomes. Care staff understand People deeply and respond effectively to changes, ensuring safe support with personal care, medication and health access. Care plans exist but require more detailed documentation. Despite this, excellent communication and continuity ensure people continue to experience safe, person-centred support.

'Leadership and Management' is rated 'good' because the RI and manager provide visible, hands-on leadership, promoting a supportive culture where staff feel valued and well trained. Governance systems are mostly effective, with responsiveness praised by families. Some auditing and documentation need strengthening but these gaps do not affect service quality, staffing stability or the high standard of day-to-day care.

Findings:

Well-being — Excellent

People experience consistently excellent well-being outcomes, supported by a service that prioritises warm relationships, meaningful interaction and a deep understanding of what matters to each of them. Evidence from home visits, family consultations and feedback surveys consistently describes a service in which people feel valued, respected and genuinely cared for. Many spoke of how the provider's small, consistent team enables trusting and secure relationships. One person commented, *"Always the same three carers, never anyone else. I know them well. They know me."* This continuity helps people to feel safe and fosters a strong sense of belonging. Families echoed these views, with many emphasising how their relatives are, "*happy*", "*comfortable*" and "*responding well to carers*", crediting this to consistent staff and high-quality interpersonal care.

The service provider enhances people's sense of safety and trust. Information is provided in accessible formats, such as large-print instructions on, *"What to do if your care worker does not arrive,"* enabling people to retain control. Documentation can also be made available in the Welsh language, though the provider tells us they would find it challenging to deliver a service in the Welsh language. People who use alternative methods of communication are supported through text messaging and phone calls, which families particularly appreciate. Feedback highlights people experience punctual, reliable care visits, delivered with a flexible, person-centred approach. Care staff are observant and know how to escalate any concerns, including any matters which could compromise a person's safety and well-being.

Daily interactions with care staff uplift people's mood, maintains their independence and supports their emotional well-being. People reported that care staff, "*Do everything I need and more*," offering practical and emotional support beyond basic tasks. Examples include collecting medication from the pharmacy, organising newspapers, or staying with a person until an ambulance arrives. These small but significant acts demonstrate a culture where compassion is embedded in daily practice. For people who experience loneliness, care staff routinely offer companionship, conversation and reassurance. The service is described as feeling, "*Like part of a family*," especially for people with reduced natural support networks.

The service provider promotes people's autonomy and choice, delivering a service which highly respects them. Records and feedback show people are encouraged to do what matters to them and where independence is possible, it is actively promoted. One person expressed pride in managing their own medication with care staff simply supporting where needed due to small print on labels. Care staff show sensitivity to peoples' needs, identities and routines, demonstrating an intuitive understanding of people's preferences, such as supporting someone who wears a hat indoors due to personal comfort. Care staff understand the support needs of people who live with memory loss and use a variety of techniques to prompt reminders and promote independence.

Care & Support — Good

People experience overall strong interpersonal care which drives positive health and wellbeing outcomes. The team of care workers include the provider and some family members who work alongside all other staff. This small, compassionate team know people very well, understand their routines and recognise subtle changes in presentation. This enables effective day to day support with meals, personal care, mobility, medication prompting and social activities. Care staff assist people to access health professionals including district nurses and general practitioners, often aiding communication. The consistent staff team ensures continuity and builds rapport, which is highly valued by people, especially those with memory loss or fluctuating needs. Families described how staff use "*gentle persuasion*" to support care, or how care staff have learned to sensitively manage a person's dementia related behaviours. People remain as healthy and active as they can in their own homes, often preventing the need to move to full time care establishments or hospital.

The service provider ensures personal plans are in place and these are kept under review but recognises these could be strengthened. Every member of staff knows people well and work closely with them and their families. We found care staff have exceptional knowledge and understanding of people, their preferences and needs, delivering care in accordance with these. However, records are not as detailed as they could be. This includes pre-admission assessments, risk assessments and care plans. There is exceptional communication within the service to mitigate any risk and people's outcomes are not currently affected, but we expect the provider to make improvements around the care records which will be tested at the next inspection.

Medication support is generally safe and valued by people, who often maintain independence with prompting. Records are kept showing medication has been prompted. One person benefits from the experience of the provider who understands monitoring and medication requirements for diabetes, ensuring referral to external professionals when required. Infection control arrangements are effective, with clear evidence of PPE use and safe practice.

Leadership & Management — Good

Leadership at Unity Care Ltd is characterised by hands on involvement, strong staff support, and positive organisational culture. The Responsible Individual (RI) and manager are deeply embedded in the day to day running of the service. The RI regularly provides care themselves, completing spot checks and maintaining close oversight of people's needs. This visible leadership contributes significantly to the stability of the staff team, many of whom have remained with the service for years. Staff describe teamwork as excellent and say they feel valued, well supported and able to raise concerns. Evidence shows the provider routinely supports both staff and people beyond contractual expectations, including assisting with financial hardship, organising additional support, or personally delivering shopping and meals.

Governance processes are mostly effective. The RI completes routine visits and 'Quality of Care' reports, demonstrating consideration of people's experience of the service and maintenance of high standards. Families report the service is responsive and communicates well, highlighting the provider's readiness to adjust support or address concerns. We found no safeguarding incidents and received positive assurances from people and relatives about safety and professionalism.

The leadership team has systems in place to ensure effective day to day operation of the service. There is good financial oversight. Policies and procedures are in place. Monitoring of the service takes place but auditing is not always identifying gaps in information. Records of auditing are not always available. Some documents need be enhanced but there is no impact on the service delivery or quality. The service maintains viable staffing levels and shows flexibility when managing sickness or absences.

The service maintains robust recruitment, induction and ongoing supervision arrangements. Personnel files demonstrate thorough checks, supervision is regular and meaningful, and annual appraisals incorporate feedback from people receiving support. Training is delivered face to face for the whole team and includes key areas such as safeguarding, mental health, dementia, manual handling and pressure care. Staff consistently praised the quality of training, describing it as, "*Excellent*" and helpful in building confidence and competence.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People may be placed at risk because the provider is not ensuring personal plans contain sufficient detail, including clear identification of risks and the measures required to minimise or manage them.	27/02/26

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

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