Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Care Unity Limited

Business In Focus, Henley House, The Queensway, Swansea, SA5 4DJ

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www.careunity.live

The inspection visits for this service took place between 14/07/2026 and 15/07/2026

Service Information:

Operated by:	Care Unity limited
Care Type:	Domiciliary Support Service
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	Excellent
Care & Support	Good
Leadership & Management	Excellent

Summary:

Care Unity is a domiciliary support service that operates in Swansea. The service has acquired new office space with additional rooms for delivering staff training and holding private meetings.

The service excels in providing person-centred care. This has a significant impact on people's well-being as support is adapted and increased to cater for their changing needs and preferences. The management team is proactive in arranging reviews with health and social care professionals, so people receive the right level of support. People and their families have established strong relationships with the staff and management team, which they truly value.

People receive a good standard of care and support. Care staff understand what matters to people and consistently deliver the right care at the right time. The management team is improving the care planning and review process, so personal plans reflect individual risks, needs and goals.

The service has recently appointed a new Responsible Individual (RI), who actively supports the manager and senior team with day-to-day operations. Together, they have gained the trust and respect of people using the service. The management team provides exceptional leadership to staff, who feel motivated and valued in their roles. The service is committed to continuous improvement and responds flexibly to overcome challenges and accommodate new requests.

Findings:

Well-being — Excellent

People experience excellent well-being because the service adapts support to meet individual needs, which makes a positive difference to their lives. The management team advocates for people who need additional support to improve their mental, physical and social well-being. The service is flexible and responsive, adjusting care arrangements as needed and providing extra support to facilitate appointments and complete additional tasks. A healthcare professional has recently praised the service for the impact it has had on an individual's life. They said, *"The carers provide a high standard of compassionate, person-centred care… Without the support from Care Unity, this patient would be unable to remain at home"*. We also received consistently positive feedback about the service. One person commented, *"I don't think there's anything they could do better".* The management team has a can-do attitude and often makes small gestures that people and their loved ones appreciate. Relatives told us, *"They go above and beyond in many aspects"* and *"They're an outstanding company – I'd recommend them to anybody and have done so"*.

The service embeds safeguarding principles into everyday practice. People feel safe with their care staff, who are kind, respectful and gentle in their approach. Care staff are clear about the process to follow if there are concerns for people's welfare and believe the management team would take these very seriously. One staff member said, "*They would come straightaway if there was an emergency"*. The service has up to date safeguarding and whistleblowing policies that reflect current legislation and guidance. Staff told us these procedures are discussed regularly, helping to maintain awareness and reinforce good practice. The management team is also undertaking advanced safeguarding training, so they can deliver this in-house and further support staff learning and development.

People experience social and emotional fulfilment as care staff are encouraged to spend as much quality time with them as possible. Care staff know how to engage people in their care and understand the important role companionship plays in promoting their well-being. We heard conversation and good humour flowing naturally, which appeared to lift people's spirits. One person said, "*We have a good laugh"*. A staff member also told us they enjoy working for the service because *"it's like a little community"*. The service is committed to helping combat social isolation by organising coffee mornings in the community. Work has begun to find suitable venues and identify people who would be interested in attending.

There is currently no demand for a service in Welsh. However, some care staff can speak Welsh and are encouraged to use Welsh greetings and simple phrases. One of the directors is also a fluent Welsh speaker and can provide assessments, information and reviews in Welsh if desired.

Care & Support — Good

The management team carries out pre-service assessments to ensure the service can cater for people's needs, preferences and goals. Information from these assessments is used to create personal plans and electronic tasks for care staff to complete during calls. We found that some personal plans did not include enough detail about people's social and medical histories. Risk assessments, personal plans and goals were not always tailored to the individual or did not fully reflect the care and support being provided. Additionally, routine reviews did not capture people's views on whether their personal plans and goals remained suitable. The management team took immediate action to address these issues, and we will review the changes at the next inspection.

People receive good quality care and support. They have confidence in care staff, who understand their needs and preferences well. People told us, *"They're all brilliant; very helpful"*, *"They know how I like things done"* and *"They do a good job"*. Care staff use an electronic system to access information about people's care needs, which they find useful and easy to navigate. We saw care staff supporting people in line with personal plans, promoting independence where possible and encouraging people to maintain good nutrition and hydration. Care staff keep detailed records of the care they provide, which families find helpful.

The service manages medication safely. Personal plans outline the level of support people require with their medication, which care staff provide consistently. Care staff appeared confident when administering medication and reassured people by talking them through the process. All care staff complete medication training and competency assessments in line with the Local Authority's Medicines Management Policy. The service schedules visits at the right time to enable people to receive time-critical medication.

People receive good continuity of care from a small group of staff. This helps care staff to identify and respond to concerns about people's health and well-being promptly. A relative told us the service is proactive in seeking support from healthcare professionals and specialist services when needed. The management team also signposts people to other services they may benefit from. People generally have consistent call times, which helps them establish daily routines. The management team told us there have been no missed calls since the last inspection. Care staff are given enough travel time between calls, allowing them to provide quality care and companionship.

The service promotes good standards of hygiene and infection control. Care staff regularly check supplies of personal protective equipment (PPE) in people's homes and arrange replacements when needed. They also carry spare PPE in their vehicles to ensure it is always available. We saw care staff wearing PPE when required, washing their hands and keeping work surfaces and equipment clean. A relative also told us they see care staff changing their PPE appropriately between tasks. These practices help to prevent cross contamination and reduce infection risks.

Leadership & Management — Excellent

The service is exceptionally well managed. Staff feel extremely supported on a personal and professional level. They told us, *"I have never worked for a company like this, I've felt really cared for"* and *"Sometimes they'll call just to check in"*. People and their families have the utmost confidence in the service, with one relative now feeling comfortable to take a less active role in their loved one's care. Another relative described the service as *"Outstanding… from owner to manager to staff… It's not just personal care, it's whatever else is needed. It takes the pressure off"*. The service is also highly regarded by professionals. One professional recently reflected on the high standards it upholds. They said, *"Communication with the agency has been excellent throughout. They consistently deliver all aspects of the agreed care plan and frequently go above and beyond what is required"*.

The management team is open to feedback and uses it to drive continuous improvement. The RI carries out formal visits every three months plus six-monthly quality-of-care reviews, which consider people's experiences and identify opportunities to further improve the service. We found that the management team listens and responds positively to concerns. One relative explained that issues are seen as learning opportunities, with those involved being supported to make positive changes. A staff member also said, *"They are the best listeners as a company. They want to get things right"*.

Staff are content in their roles and have the required skills to cater for people's individual needs. The management team values staff and offers them praise and encouragement to help keep them motivated. Staff told us, *"It's a great company to work for"* and *"They don't take us for granted"*. The service follows safe recruitment practices to help ensure staff are suitable to work in care. New staff are supported to register with Social Care Wales, the workforce regulator, and complete a comprehensive induction and training programme. Staff told us their induction prepared them well for their roles, and we found training compliance rates to be very high. The management team is committed to staff development and has sourced advanced training to enable senior staff to deliver some courses in-house. People confirmed they have confidence in the knowledge, skills and abilities of their care staff.

Staff receive excellent support from the management team, with regular supervision and annual appraisals providing opportunities to reflect on their role and development. The service has a highly effective on-call system, which ensures care staff receive immediate support and guidance from the management team when needed. Staff told us, *"Any one of them will do anything that's needed"*, *"If ever you need support, management call back within two minutes"* and *"Will come out and support if needed, even if it's just to keep you company"*. The management team continually looks for ways to bring staff together and reward them for their hard work. For example, regular raffles are held and many staff attended a successful teambuilding day, which was funded by the directors.

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.

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