

# Unity Care Ltd

## Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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## Provider: Unity Care Ltd

### Provider summary

The provider was registered on:	02/05/2019
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	We discussed the training sessions required with our external trainer to include refresher training where required and arranged five three hour training sessions for all care staff, the two Directors and the Registered Manager to attend to continue their professional development. One member of staff is working towards the Level 2 qualification required. To allow all staff to attend the training sessions which we hold on a Saturday we organised client cover for each of the training days.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Through experience we find that word of mouth rather than advertising vacancies has been more successful to recruit staff. We pay for DBS checks and the update service registration, training sessions, SCW registration fees and uniforms. We pay care workers the real living wage and above, travelling time and mileage. We provide continuous support to all staff to relieve any pressure or difficulties they may encounter in their work. The Directors work along side the care workers in clients homes.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Unity Care Ltd	Domiciliary Support Service	None

## Service: Unity Care Ltd

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/05/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none"><li>Unity Care Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area</li><li>The responsible individual for this service is Beverley Savoury</li></ul>
How many people in total did the service provide care and support to during the last financial year?	21

### Service management

Responsible Individual(s)	Beverley Savoury
Manager(s)	Frances Chivell

### Service contact details

Service Telephone Number	<a href="tel:02920345553">02920345553</a>
Service Contact Email Address	<a href="mailto:enquiries@unitycareltd.co.uk">enquiries@unitycareltd.co.uk</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

### Engagement with people using the service

We carried out four telephone spot checks with our clients or their nominated representative and sent out our Quality Assurance Questionnaires in October 2025. The Responsible Individual visited several clients each quarter to discuss their care provision and to ask if they were happy with the services Unity Care Ltd provides for them.
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b> During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016. We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.99
The maximum hourly rate payable during the last financial year?	£37.27

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	9
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	9	0
Other Staff	1	0

#### Training undertaken

##### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

##### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

##### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

##### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

##### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	0	0	0
Other Staff	1	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	9
Other Staff	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	2	0
Care Worker	4	5
Other Staff	0	1

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	2	0
Care Worker	8	1
Other Staff	0	0

#### Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	1

### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 10pm 2 staff
Care Worker	7am - 10pm 9 staff

