

Unicare – homecare Ltd Support Service

The Bungalow
Suttieside Road
Forfar
DD8 3FX

Telephone: +447856079253

Type of inspection:
Unannounced

Completed on:
31 January 2025

Service provided by:
Unicare-Homecare Limited

Service provider number:
SP2013012063

Service no:
CS2014324034

About the service

Unicare Homecare Limited is registered to provide a service to people with disabilities and older people living in their own home. The care and support is provided to people living in the Angus area.

About the inspection

This was an unannounced inspection which took place on 28 January 2025 from 09:30 until 18:30 and 29 January 2025 from 10:10 to 17:00. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 13 people using the service and six of their families;
- spoke with 11 staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with six external professionals.

Key messages

- People and their families were happy with the care and support they received.
- People's health needs were supported well.
- Staff worked well together and were responsive to people's needs.
- Staff felt supported by the management team.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service supported people with personal care, medication prompts, cooking, housework, and companionship. We observed people's choices and independence were promoted wherever possible. This contributed positively to people's physical and mental health.

Most people were complimentary of the care and support they received. One person shared "the carers are part of the family now" and another told us "Carers are very accommodating and always go that's extra mile".

There was an emphasis on social engagement during visits. Staff knew people well and we observed kind and caring interactions between staff and people experiencing care and support. One person shared "I don't see many people, so it's nice to get a chat with the carers every day".

People received care at a pace that suited their needs and wishes. This meant people did not feel rushed. Staff were responsive to people's changing needs and made appropriate referrals to relevant healthcare professionals when required. Families told us communication was good, and they were informed of any issues. One family member told us "Staff are quick to notice and report any changes" to their relative's health. An external professional told us "They are on the ball" and were confident the service would respond timeously to any concern raised. This contributed positively to people getting the right support at the right time.

People's personal plans provided good information to lead and guide staff how best to support the person. This meant people were receiving personalised care. We found our observations during inspection matched the detailed contained within the plans.

Reviews of care with people and their family members, were carried out within the regulatory timescales. This created an opportunity for people to discuss and amend their care to support positive outcomes. One family member told us "I'm very involved in the planning" of their relative's care, and they felt "heard and included".

The service had a medication policy in place. Where people were supported with topical creams, we found records had not been fully completed. This meant staff did not have clear directions on where and how often to apply the cream. We discussed this with the manager and provided advice as to how to make the process more robust to prevent mistakes. We had confidence that this would be actioned and will follow this up at our next inspection.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

During the inspection we met and shadowed staff. Staff told us they enjoyed their job, and this reflected in

their day-to-day practice. We observed staff were working hard and demonstrated values that were in keeping with the Health and Social Care Standards. One family member told us "The staff are very capable and skilled" and another told us staff "are very accommodating and always go that's extra mile".

Staff worked well together. When two staff supported one person, they communicated effectively to ensure the person felt supported. People told us that staff were generally on time. People valued care from consistent teams of staff. However, some people told us they weren't always informed about which staff member was coming. This can contribute to people feeling uncertain. One person shared "it would be good to know who is coming, it changes a lot, it is uncertain, I can see a lot of different faces". Another person told us "You don't know what carer is going to turn up, it's just a surprise". The manager should consider a more informed approach for people to ensure people know who would be delivering their care and at what time.

Staffing arrangements were based on the assessed hours of need for people receiving support. The manager worked with funding authorities to ensure people were receiving sufficient support. People had support agreements in place which detailed their agreed individual support package. This meant people received personalised care to meet their needs.

Staffing levels appeared appropriate at the time of our inspection. Staff recruitment was ongoing to meet service demand. People's safety was protected as staff had been recruited in accordance with national safer recruitment guidance.

All new staff had a probationary period which allowed the manager to assess competence for the role and identify any issues or training needs. New staff undertook a clear induction plan and were given the opportunity to shadow experienced staff to learn about people's support needs. This meant staff had the necessary information to undertake their role.

Staff's competence and practice was monitored through the use of observations of practice. One family member told us "This gives me confidence" in the care and support delivered. This demonstrated that staff received regular feedback on their practice and the management team are evaluating the quality and standard of care being provided to people using the service.

There was effective communication between staff and management. The service plans to increase the frequency of staff meetings. This would further enhance the opportunity for staff to share ideas, views and to support communication across the organisation.

Staff reported feeling supported in their role. Systems were in place to support staff development which included supervision sessions and an annual appraisal meeting. The manager should ensure these are undertaken at the frequency stated within their own organisation's standard. We had confidence that this would be actioned, and we will follow this up at our next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.