

## Unicas Child Care Ltd Support Service

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Telephone: 01343 333303

**Type of inspection:**

Unannounced

**Completed on:**

24 August 2018

**Service provided by:**

Unicas Child Care Ltd

**Service provider number:**

SP2016012820

**Service no:**

CS2016352068

## About the service

This service was registered with the Care Inspectorate on 22 September 2017. The service operates from a private residence in Elgin.

The service aims are:

- To provide a high quality support to children and young people with additional support needs who may be at risk of social exclusion.
- To increase community inclusion and extra-curricular activity participation in children with additional support needs.
- To provide respite for the families of children with additional support needs.
- To meet the emotional needs of children and their families.
- To reduce the stress experienced by families of additional needs children in rural communities.

The objectives of the service are:

- To assist children and young people in identifying and pursuing their hobbies and interest by spending time communicating with the child and researching any interests they communicate.
- To provide transport and practical support at a variety of activities such as, dance classes, football training, outdoor learning and physical activities.
- To provide opportunities for all young people to communicate in a meaningful way and listen to their wishes.
- To provide one to one emotional support for parents and families during regular meetings and provide information about locally available resources.
- To facilitate networking opportunities for parents where support and advice can be accessed

## What people told us

We gained feedback from parents who were supported by UNICAS. Parents were very happy with the service being provided. Comments noted included the following:

- 'This service is a God send'.
- 'This service is really good and we don't know what we would do without it'.
- 'I just wish there was more services that provide this kind of support'.
- 'I am very satisfied with UNICAS care provision for my child. We were struggling to get the right type of support, respite for ..... as they are older, non verbal with autism. We needed someone who was very able, experienced and enthusiastic and we definitely got this through UNICAS'.
- 'We get a timetable through so we know well in advance what is happening and are able to prioritise and plan things.
- 'We have needed to change times and when I ask for a change in day or times UNICAS always try to accommodate this'.
- 'A super rapport with our child has been developed'.
- '..... just loves to see .....each week. Seeing how hard it has been to get the right carer for ... has certainly made us realise how blessed we are'.
- 'Has a very comprehensive understanding and knowledge of autism and has helped us with good strategies and advice that we have used.
- 'Just wish there were more services like this in the world'.
- 'We have had carers in the past that have not understood our child's needs. But .... really does'.

## Self assessment

We did not request a self assessment in this inspection year.

## From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	4 – Good
Quality of management and leadership	not assessed

## Quality of care and support

### Findings from the inspection

This was the first inspection of this service since being registered with the Care Inspectorate.

We graded the quality of care and support as good and found that the provider was making good progress to establish her service.

We found that all relevant policies and procedures were in place and that some policies and procedures had been updated to reflect new legislation. For example, Data Protection.

Support plans were in place for the families who received support. Support plans were detailed and highlighted likes and dislikes, health care needs and the support to be provided. Essential information was recorded and was detailed. For example, family emergency contact telephone numbers.

Support plans were reviewed when the support was established. Risk assessments were in place and these were realistic and non restrictive. Risk assessments took account of the health care needs of individual children.

All accidents and incidents were recorded and passed on to families for their information.

The child protection policies and procedures in place were detailed and we were confident that if there was issues relating to child protection, this would be dealt with appropriately.

All parents thought that this was a very valuable service and although in its infancy, was progressing very well.

All in all, we found that this service was operating to a good standard and providing much needed support to children, young people, parents and families.

### AREA FOR IMPROVEMENT.

The service provider should develop a policy and procedure in relation to Duty of Candour.

### Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of staffing

### Findings from the inspection

We graded the quality of staffing as good.

UNICAS is operated by one member of staff who is also the manager and the service provider. We shall refer to the staff as the service provider in this report.

We found that the service provider was providing a good service to children, young people, parents and families. This was confirmed from the feedback we received from parents.

The service provider was experienced, qualified and competent to work with children and young people with varying degrees of disability.

The service provider was registered with the appropriate body: The Scottish Social Services Council (SSSC). The service provider was aware of the Codes of Conduct as prescribed by the SSSC.

The service provider was deemed fit to work with children and young people and had undergone all checks with Disclosure Scotland.

The service provider had attended training and held certification in many areas of child care. This included child protection, moving and handling and working with children and young people with varying degrees of disability.

Discussion with the service provider revealed that she was very aware of the needs of children, young people, parents and families with disabilities.

The service provider really knew about the children and young people she provided support for and this enabled her to deliver high quality one to one support.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of management and leadership

This quality theme was not assessed.

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

This service does not have any prior inspection history or grades.

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