

Customer Service Guidance



UNIGOL

Providing and Managing Personal Assistants

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Unigols Mission Statement

Unigol was set up in 2024 to provide and support those individuals who need care and support services in their own homes. Our core belief is that our customers should ***'live a life that's unique'***.

Unigols aims to support customers who wish to continue living in their own homes and may need assistance accessing their communities. Unigol provides support through providing and managing Personal Assistants on behalf of the customer.

We are a micro-enterprise defined by the Care Inspectorate as:-

“A small, locally-based business that provides personalized care and support services, often tailored to individual needs and preferences.”

We aim to provide customers with an exceptional service that is tailored to individual needs. As a customer using our service, we will ensure that your privacy, independence and dignity are prioritised at all times.

We can provide Personal Assistants to support you 24 hours a day, 365 days a year if needed.

The Personal assistants provided by Unigol are subject to a thorough recruitment process including relevant training and continued support. Personal Assistants are also able to opt in to an online support program. Unigol will also support your Personal Assistants in undertaking their AWIF and registering with Social Care Wales within the first 6 months of being in post. Your Personal Assistant will also attend training specific to your illness and need. We offer and actively promote further learning and development.

Assistants must provide all employment history from the age of 18 and references must be provided and verified before placement is undertaken, giving our customers peace of mind.

All Unigol assistants must provide the following before placement: -

- Proof of ID
- Their right to work.
- Names of three referees. One of which must be their current or most recent employer.
- Copies of any relevant training or accreditations.
- DBS certificate

The office opening hours are Monday to Thursday 9.30am till 4.30pm and Friday 9.30 till 3pm. This does not include bank holiday Enquiries can be made at any time by either contacting the office directly on or via the website at Enquiries@unigol.wales. Unigol also uses an 'open door' policy to allow for transparency for customers.

Unigol is committed to providing advocacy and support to its customers allowing them to live in their own homes and access their communities as independently as possible. Enhancing everyone's quality of life.

Although we are not a regulated service as we do not meet the requirements for regulation, we do work to a regulated standard should we need to be regulated in the future.

Louise Cooper

Director of Service

Aims and Objectives

Unigol stays committed to providing advocacy and support to its customers allowing them to still be in their own homes and communities as independently as possible. The service provided aims to support a wide and varied customer base and enhance all aspects of customers and their families' lives.

Unigols objectives are to: -

- Treat everyone with dignity and respect
- Promote the independence of every individual.
- Encourage individuality and be respectful of all cultures.
- Provide a service fit for purpose.
- Adhere to best practices and maintain the highest standards of care.
- Work in partnership with all those involved in an individual's care, the community and the public to provide an exceptional service.

Unigols core values

Unigol is built on a foundation of 6 key principles and beliefs. These are the basis in which Unigol can provide a unique and tailored approach to care and are upheld in all aspects of the company. Our assistants should uphold these values in all that they do.

If at any time you feel that any part of the Unigol team has breached the below values, and you are dissatisfied with the service provided, you may wish to file a complaint.

Voice and Control- It is important to Unigol that you are always in control of your support needs, that your voice is the most important voice and that your care should be unique to you.

Individuality- Unigol recognizes and celebrates each person's unique qualities, and that one size does not fit all when it comes to Care and support.

Inclusion- Unigol actively encourages their customers to be included in all aspects of their care and support and to be part of the local and wider community.

Dignity and Respect- Unigol will treat customers with the dignity and respect that they deserve. Valuing their opinions, decisions and choices.

Empowerment- empowerment enables people to maintain their independence as much as possible encouraging them to make their own decisions.

Working Together- Unigol believes the best outcomes are achieved when everyone works together in putting you the individual at the centre of your care.

The Founder

Director of Service - Louise Cooper

Unigols founder has over 25 years' experience in the care sector. Louise is a highly professional individual that has a friendly and likeable nature and a passion for making the care sector a more inclusive and friendly place for people to access.

Louise started out as a support worker in 2001 in a local nursing home in the Vale of Glamorgan. Her role included carrying out personal care and being involved in the activities co-ordination at the home. Louise then moved to London and continued to work in the care industry as a senior support worker gaining both her level 2 and 3 in health and social care and staying in this role for several years before moving to Switzerland as a private nanny for the Countess of Bergamo. On her return to the UK Louise went back into her role as a senior support worker, working in a variety of settings including the community and Llandough hospital. It was during her role as an HCA on Llandough Stroke Rehabilitation Ward Louise found that she had an interest in not only getting people back to their own homes but also in promoting their independence so that people could stay in their own homes.

This led to Louise studying a degree in Health and Social Care Management at the University of South Wales leaving with a 2:1 in August 2018. Since then, Louise has worked as a care Co-Ordinator organizing staff in the domiciliary care sector and as a Supervisor in Rhondda Cynon Taff and Bridgend consulting with both councils to take on contract care and support work. At her last employment Louise was a personal assistant in the local area and although she thoroughly enjoyed this, she became aware again of the gap in services for those living in the community and so Unigol Cyf was formed. The idea being that everyone should be 'living a life unique'. A life that allows a person to be the individual that they are and included within their community regardless of age or disability.

Research Findings

In August 2024, Unigol conducted online research via social media platforms to gauge what Vale of Glamorgan communities' thought was lacking in community care.

69% of people felt that care should on average cost between £16 and £24 per hour.

27% of people had been directed to care via social services. This was linked to hospitals not discharging individuals without care in place.

Unigols research also showed TWO particularly crucial factors to those who were accessing community care services.

70% of people wanted to see the same person/people regularly and 74% wanted a locally based office with an 'open door policy'.

This research has helped us to be able to build Unigol into the service it is today. Offering High quality, personalized care.

Termination of Services

There are certain exceptional circumstances in which Unigol may withdraw its services. Unigol may cease to provide services when there is a breach of the terms and conditions of the service agreement or if there is a risk of harm or injury because of noncompliance with health and safety legislation. Environmental conditions also play a part, where a home is considered unsafe for a Unigol assistant to enter or there is a presence of an infectious disease. In all the above circumstances an immediate review will be implemented to decide the best outcome for the customer.

The signed service agreement details the termination of services under the heading 'Terms of Agreement'. The Agreement may be terminated at any time by mutual agreement. A 28 day period of notice is required by both parties unless there is a breach in the agreement terms.

Complaints

Complaints in the first instance can be raised via the office. This can be done using either the office number or by email. Discussing the matter can determine the cause of the complaint and find a solution to satisfy customers.

Unigol operates a 'no blame' policy so that all complaints can be investigated openly and thoroughly. All complaints and concerns are recorded.

All complaints will be acknowledged by Unigols responsible individual within 2 working days and a resolution to be found within 14 working days.

The Director of Service reviews all complaints and concerns to make sure that all complaints are satisfied and that any improvements to the service are implemented swiftly.

Unigol will always try to resolve complaints if, however, you feel unable to discuss the matter with us then you can contact your social worker or case manager.

Safeguarding and Key Policies

This section of the guide outlines Unigols key policies and procedures of practice. It is a small insight into what you can expect as a customer of Unigol. Our Policies and procedures play an integral role in Unigols ability to be able to support its customers and assistants. A full list of policies and procedures can be found in Unigols office and are available should you wish to view them.

Safeguarding

Unigol has a duty to report all suspected instances of safeguarding following Wales Safeguarding Procedures. These Procedures can be viewed at WWW.safeguarding.wales or a hard copy is available on request. As part of Unigols safeguarding measures all staff will need to download a copy of Wales Safeguarding Procedures. As an employer Unigol has a duty of care to all staff members and this is a legal requirement. A copy of Unigols Safeguarding Policy is available upon request.

Confidentiality and Data Protection Policy

To meet customers' needs then assistants may have knowledge of both personal and sensitive information. All information is managed in a confidential manner and is subject to the Data Protection Act. Unigol will adhere to the following guidelines:

- *Gaining your consent to hold and record personal information.*
- *To inform you of what information is held, what it is used for and whom it may be passed to.*
- *All information is stored safely and securely, and access is limited to a small number of identified individuals.*
- *Customers can request to see records held about themselves and where information is incorrect request this is immediately amended.*

A copy of Unigols Data Protection Policy is available upon request.

Unigol is currently working to the Cyber Essentials Accreditation set out by the Government.

Equal opportunities policy

Unigol recognises and respects its customers and assistants and does not discriminate in religion, age, race. Gender, disability, mental or sensory impairment, culture, sexual

orientation, political beliefs, marital status or economic class factors. Unigol is an equal opportunities employer.

Welsh Provision

Unigol believes that for people to be able to communicate effectively they should be able to use the best form of communication available to them. Welsh language services are part of that belief. All information is available in the Welsh language. Unigol promotes individual needs, and it is important that you feel represented in all aspects of your care.

Hours of Operation and Contact Details

Unigol assistants work 24hrs a day 365 days a year. The office opening times are Monday to Friday 9.30 till 4.30 and Friday 9.30 till 3pm. The Unigol office is not open on bank holidays.

Our telephone number is 01446 344103

Alternatively, you can contact Unigol via Enquiries@unigol.wales