

Who we are?

Unique Community Services is your local provider specialising in complex care in the community. Our team understands that people's needs are unique. We offer bespoke, responsive care and support for individuals of all ages, with all needs.

At Unique Community Services, we provide a range of home care solutions as well as assistance with transitioning people from hospital to their home or community setting. Our team focuses on maintaining and improving independence and community engagement by providing physical, mental, and emotional support. We offer bespoke, and responsive care and support for individuals aged **0-65+**.

Our goal is to improve the quality of life and community integration of the people we serve by developing personalised care plans tailored to their unique needs. Our care plans are designed in collaboration with highly skilled in-house professional Speech and Language Therapists, Occupational Therapists and **Positive Behaviour Support (PBS)** team.

Unique Community Services



150+
active support
workers



2700+
hours of continuous
support provided



8
rapid response
successfully
managed

WHAT MAKES US UNIQUE

- **We Are Nurse and Support Worker-Led** – Our main priority is delivering high-quality care with the help of our qualified and experienced nurses and support workers who are experts in managing a wide range of complex care conditions.
- **Bespoke Support** – The team at Unique Community Services works alongside the people we care for to agree on a support plan. As people's needs change, so does our support.
- **Flexibility** – The team of experienced support workers can help with different situations, including transitioning from a hospital or another care setting to a home setting.
- **Responsiveness** – All support workers and nurses are available at all times and are prompt with resolving issues. We also offer a rapid response service with a turnaround of 2-3 hours.

Our **Bristol** and **Manchester** offices are CQC-registered services meeting the foundational principles of person-centred care, support and culture. Our utmost priority is the quality and safety of our services to the people under our care. We are happy to share that after our latest inspection, we were rated "good" in all areas we service and support.



Our services

We provide long-term as well as urgent support to individuals with complex needs and chronic conditions. Our services are provided through **nurse and support worker-led** support and dedication of our teams. We specialise in a range of conditions and support needs for people such as:

• [24/7 Support](#)

• [Autism](#)

• [Physical Disability](#)

• [Sensory Impairment](#)

• [Dementia Care](#)

• [Wound Care](#)

• [Domiciliary Care](#)

• [Learning Disabilities](#)

• [Social Support](#)

• [Acquired Brain Injury](#)

• [Epilepsy Management](#)

• [Catheter Care](#)

• [Personal Care](#)

• [Behaviour That Challenges](#)

• [Complex Mental Health Care](#)

• [Neurological Disorders](#)

• [Spinal Injury](#)

• [Diabetes](#)

• [Peg And Ng Feeding](#)

Unique Community Services provides **24/7 support** to individuals aged **0-65+** with complex healthcare needs. Our live-in care includes round-the-clock support to people in the comfort of their own homes, focusing on promoting bespoke support solutions, self-reliance, and active engagement in the community.

For more complex clinical needs, nurse involvement may be required.

Find out more about our services [here](#).



SPECIALIST NURSE-LED COMMUNITY CARE AND SUPPORT

Our services offer flexibility which means they are created to meet people's needs. From providing support for a long-term condition to helping during recovery from illness or surgery, the care needs change, and so does the support we provide.

In collaboration with people's support networks, such as family, friends, and other healthcare professionals, we develop **nurse-led**, personalised care plans to support each person to live as independently as possible in their own home.

UNDERSTANDING THE IMPORTANCE OF PERSON-CENTRED CARE THROUGH OUR CASE STUDIES

Elijah's Story

Elijah was born with Apert Syndrome – a genetic condition caused by gene mutation which causes a fusion of the skull, hands, feet, and bones.

When he was only 18 months old, he needed surgery on his skull, resulting in serious brain damage. Elijah lost his ability to move, talk and walk. After moving to Bristol, the family's journey towards finding the right care provider started. A few care providers continuous support. Hence, his mother Kaddy, decided to contact our support workers at Unique Community Services.



“One of the things I would say about Unique Community Services is they are loving, caring and supportive, and I think having them in our lives is making the difference to me and Elijah. Anyone who walks through my door needs to have that mentality of delivering holistic, person-centred

- Kaddy

Through our person-centred approach, Elijah started receiving the proper care and support.

His story is truly inspiring and the impact our support workers make is only because they see their role as a higher calling.

[Read the case study here.](#)

Take a moment to watch the inspiring documentary about Elijah.

WATCH HERE

Contact us

With Unique Community Services as a brand within the Catalyst Care Group, you can reach their optimal level of independence and fulfil their potential through proper care and support.

We have central in-house support team consisted of highly trained healthcare support workers, qualified nursing professionals and Quality and Compliance/Clinician Care. We use strength-based and PBS strategies that provide consistency and empower the people we support to utilise and build upon their capabilities. Additionally, all people we support have an allocated Care Coordinator.

Contact us today to find out more about how we can assist further.

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*UCS is a part of the Catalyst Care Group – comprehensive services provided by trusted experts with one purpose – to transform care for the better. www.catalystgrp.co.uk