



Ultimate  
Independence  
Care  
enhancing life



Leading Supported Living Provider



# Introduction

## Welcome to Ultimate Independence Care

We are an industry-leading supported living services provider, delivering person-centred support services to the elderly and adults with learning disabilities or mental health issues.

## Our Ethos

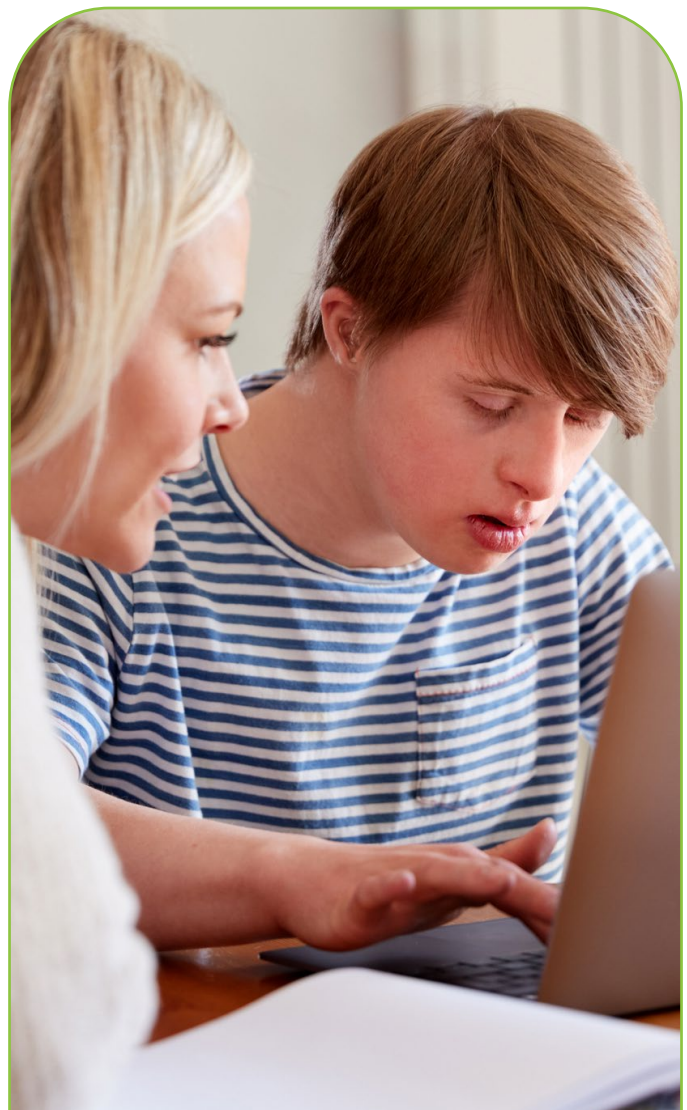
Our values are the foundation of Ultimate Independence Care. We are passionate about providing personalised care that you can depend on. Our employees will always be fully trained and diligent. This ensures that we consistently provide personalised care that empowers the people we support. Families can have confidence in the choices they and their loved ones make.

We use our communication skills and experience to continually improve client care. We know every individual and family has unique needs. Embracing this reality is fundamental to how we are able to provide tailored care at an outstanding level. These ideals run through Ultimate Independence Care. We are a dedicated team and proud of our ideals. It is because we believe in the individual, family and community that we strive so hard to promote dignity and respect whilst providing the highest quality care.

## Tailored Support

Ultimate Independence Care is dedicated to providing tailored care for clients with unique lifestyles, interests, and cultural demands. Our expertise ensures that carers appreciate your hobbies, passions, and cultural demands, ensuring a pleasant and enjoyable experience. We understand that genuine fulfilment comes from strong connections and common interests. We carefully evaluate preferences and connect clients with carers who meet their practical requirements and personality. Our customised support embraces cultural sensitivity and inclusivity, ensuring that clients feel understood and supported.

We endeavour to exceed expectations by delivering a personalised support experience that is tailored to your needs and enriches your life. Ultimate Independence Care ensures seamless collaboration between you and your family, ensuring your satisfaction and happiness are at the core of all we do.



## Our Leadership

The journey of our CEO tells a story of determination and adaptability, born of a passion to make a difference in people's lives.

Driven by a vision to revolutionise care, Chima pursued knowledge and expertise in the health and social care field, embracing challenges and developing solutions.

Under Chima's guidance, Ultimate Independence Care has flourished. Upholding a deep commitment to providing exceptional care, the team strive to make a positive impact on clients' lives, ensuring their well-being, comfort, and happiness.

Our philosophy is based on Chima's belief in the power of exceptional care, pushing boundaries and utilising the latest advancements in the industry to enhance the quality of life for our clients. We are proud to carry forward this vision of how care is delivered and create a future where every individual feels valued, supported, and empowered.

## Our Story

At the heart of our organisation lies the remarkable journey of our CEO, Chima Onuoha. Chima's path to success is a testament to the power of determination, fresh-thinking, and a deep passion for making a difference in people's lives.

Chima's journey began with an unexpected turn. After obtaining his first degree in Geology, he ventured into a completely different realm as a care assistant. It was during this time that he discovered an innate affinity for the health and social care sector, realising that his true calling lay in providing compassionate care and support to those with needs.

Fuelled by a resolute desire to transform care in a meaningful way, Chima founded Ultimate Independence Care. With a compassionate understanding of the unique needs and challenges faced by individuals in need of support, Chima envisioned an organisation that would set new standards of excellence.

Under Chima's guidance, UICare has flourished, driven by a resolute commitment to providing exceptional care. Each day we strive to make a positive impact on the lives of our clients, ensuring their well-being, comfort, and happiness. We understand that true care goes beyond meeting physical needs, it encompasses compassion, respect, and unwavering support.

Central to our organisation's philosophy lies Chima's belief in the power of outstanding care. We are constantly pushing boundaries, embracing innovation, and utilising the latest advancements in the industry to enhance the quality of life for those we support.

As a team, we work tirelessly to transform care and create a future where every individual feels valued, supported, and empowered.

Join us as we strive to make a meaningful difference, one life at a time. Together, we can shape a world where exceptional care is the standard, and everyone has the opportunity to live their

## Our Experience

Our journey began as support workers, committed to making a difference in the lives of individuals. We encountered an inspiring group of healthcare professionals who provided exceptional care, but often went unnoticed and under appreciated. Driven by a desire to influence the quality of care, we pursued personal and professional growth, aiming to become leaders and create a supportive work atmosphere that celebrated our colleagues' exceptional work.

Following our passion and shared vision of changing the healthcare landscape, we founded Ultimate Independence Care. Our mission is to create an organisation that champions the well-being of clients and staff, fostering a culture of recognition, respect, and support. Personalised care is at the heart of our philosophy, focusing on individual needs and ensuring that tailored care services meet specific requirements.

We invite you to join us on this life-changing journey. We are building a community where healthcare professionals' outstanding work is acknowledged, where their dedication is recognised, and quality care is not just a goal but a standard we continuously strive to exceed. Welcome to a new chapter of care, where together, we can make a difference.

## Aims and Objectives:

- Provide support that is tailored to each individual's needs.
- Empower independence in life where possible.
- Provide anti-discriminatory services.
- Provide a service that takes into account the service users preferences, wishes, personal circumstances and individual abilities.
- Deliver support of the highest quality that is flexible to the changing needs of the service user.

## Our Services

Depending on what is best for our service users, we treat individuals with a care service that suits them. We analyse their interests, concerns, requirements, etc., to make sure the right support is provided from the start.

## How Do We Achieve These Objectives?

- By working to an individual plan of support that has been agreed with the service user.
- Working with the service user to promote and, where possible, increase their independence.
- Encouraging individuals to be involved in the development of their customised service.
- Ensuring that trained and competent staff provide support.
- Supporting service users to access all community services available to them.

## Care and Support Options

All of our services deliver a varied programme of activities and events designed to support our service users. We build a clear picture of each individual's likes and interests, gain an understanding of their life history, and review what is important to them and how they want to be supported.

We keep people connected and place importance on strong partnerships with local community groups. It's also imperative to involve important people in the lives of our service users. We encourage their family and friends to get involved in our organised events, bringing family and friends together.

Our support services include:

- Preparing fresh, nutritious healthy meals.
- Following a highly engaging and ever-changing activities programme.
- Provision of a communal dining and lounge area with no restrictions on sitting hours.
- Availability of staff 24 hours a day.
- Regular access to a range of different healthcare professionals.

## Additional Information

The following pages provide more details on our services and the way we work. However, our friendly staff are on hand to offer any kind of assistance, whether that is a chat about your requirements or to answer any questions you may have about our services.

Please feel free to get in touch using the details below.

☎ **01453 704572 | Bristol Branch: 0117 370 3472**

✉ **info@uicare.co.uk** 🌐 **www.uicare.co.uk**





## Mental Health Support

One in four adults experiences at least one diagnosable mental health issue in any given year. People in all walks of life can be affected and at any point in their lives. Mental health problems represent the largest single cause of disability in the UK.

The following is the most common types of mental health illness:

- Mood disorders (such as depression or bipolar disorder),
- Anxiety disorders,
- Personality disorders,
- Psychotic disorders (such as schizophrenia),
- Eating disorders,
- Trauma-related disorders (such as post-traumatic stress disorder),
- Depression.

We understand how vital it is to choose the right level of support to overcome mental health challenges, and it all depends on individual needs. We encourage peer support as much as possible and have an ethos to empower individuals to make the changes and to learn and grow as individuals. Through personal development and support from our staff, we can help gain self-confidence and pave the road to gaining independence.

## Autism Care and Support

Those with autism can encounter difficulty in engaging with people daily. This can include them finding difficulty in comprehending the actions of another and finding it challenging to establish new relationships. In addition to this, reading and understanding non-verbal commands can be complex too.

### How do we help?

We offer state of the art support and assistance for individuals who need help carrying out daily tasks. With a wide variety of support packages, we help people with disabilities and make lasting enhancements across various aspects of their lives. Whether educational, social, or vocational skills, we enable them to achieve a more progressive and secure future.

Every case of autism is unique and individual in its own way. We help people with their disabilities by offering them the tools to manage everyday challenges. We encourage people to live a positive life and enhance their capabilities and self-belief through collaborative working.

We have built and offer an environment where those with autism feel safe and comfortable around us. They are incorporated in activities to share their views and socially connect.

## Learning Disability Services

We strongly believe everyone has their own abilities and strengths, and we use these attributes as a starting point to prepare a support plan centred to their needs. With support, many people can learn to communicate in different ways, be involved in decisions about themselves, do things they enjoy and achieve more independence.

A learning disability affects the way a person learns new things throughout their lifetime. It can affect the way a person communicates as well as their understanding leading to difficulty in processing further or complex information, developing new skills and coping independently. The severity of learning disabilities can vary greatly. Some individuals with a mild learning disability can speak easily and manage themselves but may require more time to learn new skills. Whilst others may have a significant amount of difficulty in communicating and have other disabilities. Some adults with learning difficulties can live independently whilst others need support with daily tasks such as washing and dressing, which in turn indicates the level of care they need.

## Profound and multiple learning disability (PMLD)

A profound and multiple learning disability (PMLD) is a term for a severe learning disability and other disabilities that significantly affect their ability to communicate and be independent. Someone with PMLD may have severe difficulties seeing, hearing, speaking and moving. They may have complex health and social care needs due to these or other conditions.

## Our Staff

All care staff undergo continuous mandatory and service-specific training to ensure we continue to deliver a high-quality service. All new employees receive full mandatory training via the company's induction programme and all of our workers have achieved, or are working towards, an appropriate NVQ qualification. Their training needs are reviewed regularly during monthly supervision sessions, and annual appraisals reflect on both the individual learning goals and the needs of the service as a whole.

## Selected and Vetted

We select the best, highly skilled carers in advance, so they are ready to provide the care you want, right when you need it. All staff are thoroughly screened, background and qualification checked and regularly assessed to ensure they meet our standards.

## Trained and Experienced

All our care staff members are trained and qualified to do the job you ask of them. Moreover, they have experience in a wide variety of specialist care.

## Well-matched

Our assessors have great experience in matching suitable carers to our clients. As well as skill levels, the carers are also assessed for their interests and hobbies to ensure they match closely with clients; this includes cultural needs.



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## Contact Us

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Corinium House Corinium Avenue, Gloucester, England, GL4 3HX