



Inspection Report on

Affinity Homecare Aberystwyth

**26 Bridge Street
Aberystwyth
SY23 1QB**

Date Inspection Completed

24/09/2024

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About Affinity Homecare Aberystwyth

Type of care provided	Domiciliary Support Service
Registered Provider	Affinity Homecare Group Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	27 July 2023
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People who use Affinity receive care and support from a team of motivated care workers who are suitably recruited, trained and supervised. They are led by an experienced manager and a well-regarded deputy, and the responsible individual has a good knowledge of the service.

The care and support people receive is from a team of workers who generally know people well and who they have a good rapport with. The service is reliable and people have a choice about aspects of their care.

Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know the action they must take if they suspect a person is at risk. They have had training in safeguarding and are confident the manager would deal with any concerns to make sure people are properly safeguarded.

Efforts have been made to recruit additional care workers and these have settled well into their roles. Some people speak highly of the newer care workers, describing them as “*Very good, very thorough*”. Care workers have a period of induction, where they work alongside more experienced staff to get used to their role and to get to know people and their needs.

People can receive a service in both English and Welsh. A number of care workers are Welsh speaking and some others have a basic knowledge. Care plans and other documents are available in Welsh. The provider has agreed to make sure people are offered this in a more proactive way. People appreciate having care from workers who can talk with them in Welsh.

The relationships people have with those caring for them is good. People, and their relatives, speak fondly about the staff team and we saw some interactions which were friendly and respectful. They are able to exercise some choice and the staff team are as flexible as they can be to accommodate people’s requests.

Care and Support

Care plans are comprehensive and set out the care and support the person has been assessed as needing at each visit. Care plans include some helpful information including *“What matters to me, who matters to me, what I like to do for myself”* and *“What I require assistance with”*.

To support the care plans, there are risk assessments completed for a range of areas including the physical environment, Moving & Handling, and medication.

Care plans are regularly reviewed to make sure people’s current needs are recorded, and people and their families are involved in the care planning process.

Daily entries are informative and set out clearly the care given. When care workers are responsible for giving out medication, records are maintained.

People’s physical needs are met. In some instances, care workers administer medication, including oral medication and any prescribed creams. Care workers know how to recognise signs of skin pressure damage and know who to report any concerns to. A visiting health professional speaks highly of the service. They said things have significantly improved over time, adding that the workers are *“very good at recognising what people want”*, and *“they looked after X so well”*. Care workers work closely with health professionals and are receptive to any training opportunities offered to them.

People have a voice with care workers understanding the importance of giving people as much choice as possible. Care workers are respectful and mindful of people’s privacy and dignity needs. They ask for permission, where possible, and explain what they are going to be doing, checking the person is in agreement and understands what the worker is doing.

The service is reliable. No calls have been missed, and people are told if care workers are going to be late. When people have been assessed as needing two care workers, then the correct number always attend. Care workers are not rushed and generally have enough travel time booked into their rota. On some visits, care workers have some time to chat to people.

The relationships people have with the service is good. Comments made about the workers include staff: *“Absolutely brilliant... very kind and patient”*; *“They have been brilliant... couldn’t ask for better”*; *“Two of the staff are outstanding...one dotes on X, there is chemistry there”* and *“There is a bit of banter... they are very good, very thorough”*. Care workers try, where possible, to be flexible to accommodate any changes in people’s needs.

Leadership and Management

The Responsible Individual has good oversight of the service. They visit the service as required and supports the manager and their team regularly. The reports written show the views of people and those who work at the service are considered. The manager is very visible within the service and is well supported by an experienced deputy. Both carry out some care work as required by the service and have regular contact with the staff team, offering support and monitoring quality as needed.

Care workers are appointed following a thorough recruitment process. Files are well organised and easy to navigate. They contain most of the information needed, including references and security checks. A full employment history is provided on most application forms.

Care workers get feedback on their work to help with their development. People, and their relatives confirm spot checks are carried out, and new workers have a period of induction where they shadow more experienced staff, before being observed by one of the managers. Feedback from people and their relatives is given to individual care workers, and this includes *“You are all patient, X is glad to see a kind and happy face”, you are all amazing, you go above and beyond* and *“We are extremely happy with the standard of care... all the staff have been very professional, friendly and have looked after Y exceptionally well”*.

Supervision is carried out, and the staff files reviewed show this is done largely in line with the requirements set out in the Regulations. Care workers get constructive and helpful feedback on their work.

Care workers feel they have the training they need to safely and effectively carry out their duties. Training is offered both online and face to face, and competency is assessed by senior colleagues. The training matrix shows care workers are trained in a range of areas including Moving & Handling, food hygiene and infection prevention & control. Most training is up to date; with evidence that some outstanding training has been booked.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
16	<p>The provider has not been involving the individual and/or their representative in the reviews of personal plans. During the inspection on the 20/07/23 three Personal care plans were looked at. There is no evidence that people or their representatives have been part of the review. People spoken with and the manager confirmed they are not routinely involved in the reviews of personal plans.</p>	Achieved

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