Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Affinity Homecare Newtown

25 Market Street, Newtown, SY16 2PD

01686610755

www.affinityhomecare.uk

**Date(s) of inspection visit(s):**

18/06/2025

## Service Information:

| | |
|---|---|
| Operated by: | Affinity Homecare Group Ltd |
| Care Type: | Domiciliary Support Service |
| Registered places: | 0 |
| Main language(s): | Welsh and English |
| Promotion of Welsh language and culture: | The service provider anticipates, identifies, and meets the Welsh language and culture needs of people. |

## Ratings:

| | |
|---|---|
| Well-being | Good |
| Care & Support | Good |
| Leadership & Management | Good |

## Summary:

Affinity Homecare Newtown is a domiciliary support service with offices in Newtown and Llandrindod Wells. Affinity Homecare's stated purpose is to provide social care packages and support services, enabling people to remain at home and be as independent as possible.

People experience good wellbeing outcomes because the valuable support people receive helps them to live well, maintain and improve upon their health. People's outcomes are understood and they have as much control as possible over their day to day lives.

The care and support people receive is good because care workers know people well, they have detailed and up to date personal plans. Plans for people's care and support are co-produced with the person, their representatives, relevant professionals and the service provider. People are supported to maintain and improve their health and wellbeing with involvement from external professionals.

Leadership and management is good because the provider has appropriate oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers are safely recruited and receive effective induction and ongoing training.

# Findings:

## Well-being — Good

People using Affinity Homecare are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A person using the service told us, "*I'm very very pleased with them, 10/10.*"

People are valued by the care workers and have as much control as possible over their day-to-day lives. People make day-to-day decisions, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to make decisions about their care and support. People are supported to maintain their independence, participate in activities and access facilities in the community. People's interests, culture, life experiences, identity, spirituality, and relationships are understood, valued and respected by leaders and care workers.

Care workers and the management team listen attentively and provide clear information, supporting people to make informed choices. This strong approach helps people to take charge of their lives with confidence and assurance. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

The service is making an effort to promote the use of the Welsh language and culture. The service establishes people's Welsh language needs before providing a service and staff are encouraged to use Welsh.

Care and support planned by the service and positive interactions with care workers help to enhance people's wellbeing. The service is valued by people using the service and their families. A representative of someone using the service told us, "*It takes a lot of strain off us as a family*."

People are safeguarded from abuse and neglect. There are strong support systems to ensure any risks are promptly identified and addressed.

## Care & Support — Good

People receive consistently good quality care because the senior staff team thoroughly assesses whether the service can meet their needs and personal outcomes. The care and support people need and the capacity of the service is given thorough consideration before they are offered a service. The senior staff team gather useful information from professionals and others already involved in people's care and support. They talk to people themselves about their needs and preferences. The information gathered fully informs the decision about whether they can provide a service to people. We were told by someone using the service, "*The care package was put together quickly. We were apprehensive about the service but I can't fault the service that I've had.*

Plans for care and support are co-produced and reviewed between people, their representatives, relevant professionals, and the service provider. Personal plans are strengths based and outline how care workers should support the individual to achieve their well-being outcomes. People's voices are heard in their plans, which consistently include their preferences, routines and beliefs. Care workers told us they could rely on plans being updated quickly, in response to changes in people's needs or preferences.

Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

People are referred for appropriate care and treatment at the right time. Recommendations made by health professionals are carried out as directed.

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities. Care workers told us they understood what to do if they had a safeguarding concern.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, records are complete and the overall administration of medication is effective.

## Leadership & Management — Good

There is a positive and compassionate culture at Affinity homecare. A person using the service told us about their care calls, "*They always leave me with a smile on my face.*"

There are effective quality monitoring systems, including audits of care and support provided. There are regular visits to the service by leaders, who encourage feedback from people and staff. This feedback is used to support evaluating care quality and to drive continuous improvements in the service. The manager regularly conducts spot checks of care workers in people's homes.

The manager and care workers know the people well and people are comfortable and relaxed in their company. People trust and value the care workers, a person using the service told us, "*They know their stuff*." Care workers have trust in each other and feel well supported. A member of staff told us, "*We've pulled together and work well together.*" Staff have confidence in the manager, a member of staff told us, "*[She's] really good. She does listen, very supportive*."

The provider supports staff development at all levels. Care workers complete comprehensive mandatory training and induction. Care workers have a positive attitude to professional development and training compliance is good. Care workers told us they receive regular supervision and are positive about the support received during supervision.

Care workers are well supported by the service provider, through effective induction and continuous training provision that is relevant to the needs of the people they support. The manager of the service monitors staff qualifications and training. Training compliance is good, with most care workers having completed a majority of the mandatory training required for their role.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support.

The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

Care and support time is scheduled based on people's personal plans. A person using the service told us, "*When they have finished what is on the care plan they always ask if there is anything else*

*that they can do*.” Care workers have sufficient time for travel between calls.

# Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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