Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Affinity Homecare Aberystwyth

Maes Mwldan, Bath House Road, Cardigan, SA43 1JZ

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www.affinityhomecare.uk

The inspection visits for this service took place between 02/09/2026 and 07/09/2026

Service Information:

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

Ratings:

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

Summary:

People who get a service from Affinity receive a good standard of care.

Wellbeing is rated as good because the motivated team of staff strive to give people a good standard of care, often helping people to remain in their own home.

Care and support are rated as good because care workers are appropriately trained and have a team of managers and senior staff who are available for advice and support. Comprehensive personal plans help inform and direct care. Some improvements to medication management processes would enhance this further.

Leadership and management are rated as good because the manager and her deputy are very visible and accessible. Governance arrangements are good with the responsible individual (RI) having good oversight of the service. Greater rigor and clarity is needed in respect of the time care workers spend in people's home.

Findings:

Well-being — Good

People are treated with dignity and respect. The relationships they have with those caring for them are good. One person told us, "*They gave me my life back"* when talking about the service. Everyone we spoke with told us they had never been let down and described the workers as "*reliable".* Everyone we spoke with is satisfied with their care and support describing the workers as *"very nice" "like family"* and *"thoughtful"* but one person said, "*some do a lot and some very little".* Warm and friendly interactions were observed between the care workers, people, and their families, which shows the rapport that has been built.

Efforts are made to ensure continuity but some people said they often see "*lots of different staff".* One care worker told us how they appreciate seeing people on a regular basis, getting to know them and *"having a laugh".* Care workers understand the privileged position they are in together with the trust people place on them to work in their homes.

Care workers try, where possible to be flexible whilst still making sure they carry out the duties as set out in individual care plans. People feel the care workers know them very well and appreciate when they have a chat with them.

The duties for care workers are varied, with some people needing help with personal care, meal preparation and medication, whilst others have been assessed as needing more social support and opportunities to spend time in the local area.

People are safe and protected from abuse and neglect. This is because staff know their responsibilities in relation to safeguarding and they have completed the relevant training. The recruitment processes are robust and safe meaning people appointed have the right skills, knowledge and aptitude for the job. Staff have a period of induction before working independently and are regularly supervised and observed. Care workers have ongoing training to make sure their knowledge remains up to date.

Care & Support — Good

People receive the care and support they need. Personal plans set out the support people need, including what they need help with and what they can do for themselves. There is a helpful pen picture which gives a brief personal profile as well as the people who are important to them.

A comprehensive and up to date emergency pack is available for each person with details of allergies, mobility and other critical information. Until recently, paper based daily notes were written and left in the individual's home. These are person centred and provide a good record of the care and support offered. Daily records are now electronic but some people are requesting to still retain the paper notes which the manager has agreed to.

People are protected from abuse and harm. There is an up-to-date safeguarding policy for care workers to follow, and they know their responsibilities to report any concerns they have. They are also confident the manager would address any concerns to maintain people's safety.

Care workers are responsible for administering medication for some people. Whilst many staff have been trained and assessed as competent in the safe administration of medication, greater rigor is needed regarding medication charts and records. The manager has agreed to address this immediately.

People's risk of infection is minimised because the provider promotes good hygiene practices. Care workers have completed relevant training and have adequate supplies of personal protective equipment (PPE).

Leadership & Management — Good

Governance arrangements are robust, with the provider completing detailed quality assurance reports where the focus is on quality and improvement. The manager and the team find the responsible individual to be responsive and is available when needed. The manager is supported by a team of well-regarded and well-respected staff.

Staff are appointed following a safe recruitment process. Staff files contain the information needed including references and evidence of appropriate security checks. Care workers have a period of induction where they shadow more experienced workers, and their practice is observed by a senior member of the team before working independently.

There is a focus on developing a skilled workforce and care workers consider they have the training they need to safely and effectively carry out their duties. Records show training is almost wholly up to date and covers a range of topics including infection prevention & control, food hygiene and equality & diversity. Care workers can ask for additional training if they feel this is needed.

Care workers are also supervised. During this one-to-one time they can reflect on their work and talk about any support or training they need. Care workers say they get feedback on their work to help them in their professional development.

Some people said the care workers do not always stay for the allocated time but some of these are happy for the staff to leave once they have completed their tasks. Duty rotas show that some visits last longer than the agreed duration but others last less time. The manager is going to discuss this with the team and make sure that the reasons for any visits lasting less than the full time are accurately recorded in the daily records. The manager will communicate any changes in people's support needs to the relevant agencies.

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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