Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Silver Assist Homecare Limited

Ty'r Felin, Brecon, LD3 7UB

03331887787

Date(s) of inspection visit(s): 12/08/2025, 13/08/2025

Service Information:

Operated by:	Silver Assist Homecare Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Silver Assist Homecare provides an excellent standard of care and support to people accessing the service. People are cared for by a dedicated and knowledgeable team of care staff who demonstrate a clear understanding of their needs. Feedback from people using the service and their representatives is positive, with many expressing high levels of satisfaction. Personal plans are outcome-focused and developed collaboratively with people and their representatives. These plans are routinely reviewed to ensure they remain relevant. Risks to health and well-being are appropriately assessed and managed, contributing to a safe and supportive care environment.

The service benefits from strong governance and quality assurance processes helping to support continuous improvement. The Responsible Individual (RI), who also manages the service, maintains good oversight of service delivery. Regular engagement with both care staff and people receiving care ensures feedback is actively sought and used to inform service development. Quality of care reviews are held routinely, enabling the service to monitor and evaluate its performance. Recruitment practices are robust, ensuring care workers are suitable to work with vulnerable people. An ongoing programme of training and development equips staff with the necessary skills and knowledge to deliver high-quality care. Care staff report feeling supported and valued by the management team and express a strong sense of job satisfaction.

Findings:

Well-being — Excellent

Silver Assist Homecare ensures people are treated with dignity and respect. Care staff understand people's needs and maintain positive, trusting relationships with them. Feedback from people using the service and their representatives was consistently excellent. One person told us: *"I think the staff are exceptional, very caring, very kind. They help my wife as well as me. They are happy to do this; I can't fault them."* Another commented: *"The carers are excellent; they do a great job."* A relative of a supported person shared: *"They are first class in all respects. There is a very personal touch, they are aware of my mother's past, and they have a very good understanding of her needs. If it wasn't for the team, she wouldn't be able to stay here."* This feedback reflects the compassionate and person-centred approach adopted by the service and highlights the positive impact it has on people and families.

People are protected from harm and abuse through well-established safeguarding measures. The service has clear policies and procedures in place underpinning safe practice. These documents are regularly reviewed and updated to reflect current guidance and best practice. Care staff are safely recruited and benefit from a programme of ongoing training and development, ensuring they remain sufficiently skilled. Care staff we spoke to demonstrate a clear understanding of their safeguarding responsibilities and were confident in how to raise concerns appropriately. Personal plans include detailed information about people's needs and identify any risks to their health and safety, with strategies in place to manage these risks effectively.

Silver Assist Homecare provides enriching experiences for people using the service, delivered in creative and inclusive ways. The service actively collaborates with other organisations and community groups to create meaningful opportunities for engagement and social interaction. A notable initiative is the regular hosting of a *Dementia Café* at a local community hall. This event offers a safe and welcoming environment where people, their loved ones, and care staff can come together to participate in activities and build friendships. During these gatherings, the service also shares valuable information about dementia care and other health-related topics. To further support communication and awareness, a quarterly newsletter is distributed to people receiving care and their families. This newsletter provides useful updates about the service and highlights other organisations offering support within the local community.

Care & Support — Excellent

People receive high-quality care and support from Silver Assist Homecare. The service adopts a person-centred approach to care delivery, ensuring people are actively involved in decisions about the care they receive. Personal plans are developed and reviewed in collaboration with people and their representatives, demonstrating their views, preferences, and desired outcomes are respected and considered. Each personal plan contains detailed information about the care and support required, including clearly defined personal outcomes. Risk assessments are embedded within the plans, identifying potential risks to health and safety and outlining strategies to mitigate these risks effectively. In addition to documenting daily routines and care needs, personal plans also include personal histories, offering care staff valuable insight into the lives and experiences of the people they support. This holistic approach enhances the quality of interactions and promotes meaningful relationships between care staff and people.

An electronic system is used to manage and store people's personal plans. Care staff access this system via handheld devices, ensuring they have real-time access to up-to-date care information. This digital approach enhances communication and responsiveness, as any changes to care documentation are instantly available to staff, supporting continuity and accuracy in care delivery. The system also enables management to maintain effective oversight of service provision. It provides instant access to daily care recordings and allows tracking of care staffs' locations. Importantly, the system offers transparency and inclusivity by allowing people receiving care and their relatives to access care records upon request. This feature promotes engagement and reassurance, giving families insight into the care and support being provided.

The service demonstrates a strong commitment to providing consistent and person-centred care. People told us they receive support from regular care staff who are familiar with their individual needs and daily routines. This continuity fosters trust and promotes positive relationships between care staff and the people they support. Prior to the commencement of service, care staff are introduced to people and their families, allowing time to build rapport and understand personal preferences. Care calls are scheduled for a minimum of sixty minutes, ensuring care staff have sufficient time to meet people's needs without feeling rushed. Additionally, care staff are allocated appropriate travel time between calls, helping to maintain punctuality and reliability in service delivery.

The service supports people to maintain their health and well-being through proactive monitoring and safe care practices. Care staff have access to up-to-date health information and are vigilant in observing and reporting any changes or concerns. This ensures timely intervention and supports positive health outcomes. Medication is administered as prescribed, with robust systems in place to ensure safe handling and accurate recording. Care staff follow clear procedures which promote safety and accountability in medication administration. Infection prevention and control measures are well established, underpinned by comprehensive policies and relevant training. These measures help safeguard both people receiving care and care staff providing it.

Leadership & Management — Excellent

Silver Assist Homecare is committed to delivering high-quality care and support. The service benefits from robust governance and quality assurance systems that support smooth operation, reflection, and development. People using the service, their representatives, and staff are encouraged to share their views through regular satisfaction surveys. Feedback from the most recent survey was overwhelmingly positive, highlighting the effectiveness of care delivery. The RI also gathers feedback directly to monitor performance and inform service improvements. A formal quality-of-care review is conducted every six months. This review enables the service to self-evaluate, identifying strengths and areas for development. It also includes analysis of significant events such as safeguarding matters, concerns, and complaints, ensuring that lessons are learned and improvements are made where necessary.

The service demonstrates a strong commitment to supporting and developing its care staff. A structured programme of training and development is in place, tailored to the specific needs of the people being supported. In addition to in-house training, care staff are encouraged to complete recognised qualifications in health and social care, further enhancing their professional development. Care staff we spoke to confirmed that the training provided is of a high standard and equips them with the necessary skills and knowledge to deliver high quality care. Regular team meetings are held to keep staff informed and to discuss operational matters. Formal one-to-one support is provided in line with regulation. Records viewed during the inspection support this. Care staff gave positive feedback about the management of the service. One commented: *“I think the management are exceptional. I feel 100% supported by them.”* Another said, *“The management are very good, really good at communicating with staff, they are very supportive, there is always someone to speak to if I need any advice.”*

Silver Assist Homecare adopts safe and effective recruitment practices. All necessary pre-employment checks are completed prior to new staff commencing their roles, ensuring suitability to work with vulnerable people. New staff members undergo a structured induction process and are supported to register with Social Care Wales, the workforce regulator. The service places a strong emphasis on staff well-being. Incentives are available to support care staff, including access to a virtual GP and a counselling and support service. In addition, the service facilitates social events to promote team morale and foster positive working relationships among staff.

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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