



Inspection Report on

Affinity Homecare Newtown

**25 Market Street
Newtown
SY16 2PD**

Date Inspection Completed

23/11/2023

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About Affinity Homecare Newtown

| | |
|---|---|
| Type of care provided | Domiciliary Support Service |
| Registered Provider | Affinity Homecare Group Ltd |
| Registered places | 0 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 07 March 2022 |
| Does this service promote Welsh language and culture? | This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture. |

Summary

People and those who are important to them, feel they made a good decision to choose Affinity to provide them with their care and support. Care workers are as flexible as they can be and there is a good level of staff continuity. This means people get to know staff well.

Care workers are well led by an experienced manager who is supported by a team of senior staff. Care workers feel valued and appreciated.

There are some governance arrangements in place to monitor quality, but greater rigor is needed to make sure they fully meet the Regulations.

Well-being

People are safe and protected from abuse, neglect and harm. This is because care workers know their responsibilities with regard to keeping people as safe as possible. Care staff are confident their manager would take the necessary actions and report any concerns to relevant professionals. Care workers have completed training in safeguarding.

People can do some things that are important to them, and care workers understand the importance of people exercising choice. People are accompanied to do things they enjoy in the local community and each person is encouraged to say how they want their care and support to be offered. Care records are person-centred, detailed and inform care and support.

Relationships between people and those supporting them is good. Care workers are described as respectful, and most are thought to “*pull their weight*”. One person described the service as “*the best I have been with*” and a relative said “*the staff are fantastic... Can't fault them... They go out of their way to help X*”. Care workers know people well, and also feel they have a good relationship with those important to the people they care for and consider they work well together to make sure people get the best care possible.

People's physical health needs are met because care workers know people well and can recognise if they are becoming ill. The team have a good relationship with the local health professionals who are responsive.

People receive care and support from workers who are suitably trained with people considering the majority to be skilled in their work. Spot checks mean managers can identify areas of good practice, and also where additional training is needed.

Care and Support

Care plans are detailed. They provide clear information about how and when care and support is to be offered. A senior member of the team carries out a pre-assessment to make sure the service can meet the individual's needs. Some people have a section in their records titled "This is me" which sets out what makes a good day for the person; what they like to do for themselves and what they need help with. The provider is considering making this document available for more people, especially those living with dementia. Daily entries are person-centred and show care workers take time to engage with people.

Audits are carried out to make sure the records meet the requirements of the service and most records have been recently reviewed meaning they contain up to date information.

Care workers understand the values of the service in respect of choice. They understand that care plans are a guide but are flexible with these. Staff sometimes go over and above what is expected of them, doing tasks to make people's lives easier where possible.

Respect is shown to people and their property. Care workers respect people's privacy and dignity when assisting them with personal care. They also understand the privileged position they are in, and the trust people place in them, by allowing them into their home. They make sure they tidy up after themselves, leaving the home as clean, or cleaner, than when they arrived.

Care staff are not rushed and have time to chat and build positive working relationships with people using the service. Adequate travel time is built into their schedule. The service is reliable with the same staff rostered to care for people over a period of time. This means people get to know those caring for them, and also care workers get to know people well. We were told about winter contingency plans which have been written to make sure people receive care and support even in very adverse weather.

People's physical health needs are met. Care workers know how to recognise signs of skin damage and they make contact with either family or relevant health professionals if the person is unable to do this themselves. The service benefits from a good, and responsive, relationship with the local district nurses, and feedback from health professionals as part of the service's quality monitoring is very positive.

Leadership and Management

There are some processes in place to monitor quality. A recent feedback questionnaire had positive responses from relatives, staff and other professionals about the quality of care and support at the service. The quality monitoring reports which are required from the RI were not available and this will be followed up at the next inspection.

Care workers are appointed following a safe recruitment process. Staff personnel files contain all the information required to ensure they are fit and safe to work at the service. Most staff have up to date training, but there are some gaps. Care workers receive training in a range of areas including Moving & Handling, dementia awareness and safeguarding. Training is delivered both online and face to face. New care workers have a period of induction where they accompany more experienced staff and competency is assessed to make sure care workers have the knowledge they need to work safely and independently. Most people consider care workers are appropriately trained and skilled in their work.

Most care staff receive supervision within the time scales set out in the Regulations. They are confident they get told when they work well, and when there are areas they could improve on, to help them in their development.

The manager and senior staff are approachable and responsive. Care workers can talk about any ideas or concerns they have and are confident of a helpful and timely response.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

| Regulation | Summary | Status |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|--|-----|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
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