



# Inspection Report on

**Silver Assist Homecare Limited**

**Ty'r Felin  
Brecon  
LD3 7UB**

**Date Inspection Completed**

07/02/2024

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## About Silver Assist Homecare Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Silver Assist Homecare Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	[First inspection]
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

This is the first inspection for the service since their registration. The service demonstrates a commitment to providing high quality care and support to people in their own homes.

People benefit from a small team of care workers who are motivated about their roles. Care staff are safely recruited and encouraged to develop within their roles. People and their care staff are matched to support the development of positive relationships. People are encouraged to maintain their skills and independence. Care workers are effectively mentored and guided in all aspects of their roles, including how to meet people's day-to-day needs.

There is outstanding management of the service by the responsible individual (RI) who is also the manager. The service have highly effective systems in place to plan, review, and audit the delivery of care and support.

## Well-being

People are happy with their care and support, and the care and support provided to their loved ones. The service gathers feedback consistently from people, their families, and representatives. The responsible individual (RI) is also the manager of the service and plays an active role in the service. The RI completes initial assessments, gets to know people, and introduces care workers to people and their families. The service ensures their focus is person centred. The manager actively mentors care workers in how to deliver good quality person centred care. There is a focus on maintaining people's independence in their own homes. People experience positive rapport and relationships with a small and consistent team of care staff. The manager seeks to ensure people are matched with care workers with similar interests, hobbies, and personalities to help foster positive relationships. The service has a clear focus on working with people to identify and achieve personal wellbeing outcomes.

The service is working towards providing an Active Offer of the Welsh language. Language needs and preferences are considered prior to the service commencing. People who use the Welsh language are matched with Welsh speaking staff. The manager supports other care workers to use Welsh language greetings and phrases. The service is in the process of having key documents translated to ensure these will be accessible in the future.

The service is working with the local community and council to develop dementia friendly environments in the local area. They are planning to support this for people with vision loss also. People are kept informed about the service through an innovative quarterly newsletter. The service shares comprehensive information about best practice in supporting people with dementia, as well as other aspects of health and social care, such as falls prevention. There is a focus in the newsletters about building a community and links to other events in the local areas to reduce feelings of loneliness and isolation in rural communities. People receive a written guide to the service which is easy to read and contains useful information about what they can expect from the service, as well as contact information in the event that things go wrong. People are protected from harm and abuse. The service has robust policies and procedures in place to safeguard people. The manager has clear oversight of any accidents and incidents and responds in a timely manner to protect people from harm.

## Care and Support

People benefit from the very high standard of care and support they receive. The RI captures extensive feedback across multiple platforms to ensure that the quality of care delivery is high. One person's family told us "*They are considerate, compassionate, and full of empathy.*" We saw several compliments in relation to the quality of care delivered to people. Feedback survey results are consistently positive. Care staff hold people in high regard and positive esteem. We spoke to care staff who are knowledgeable and enthusiastic about their roles, and the care and support they provide in their local communities.

People benefit from personal plans which consider their unique preferences, focussing on their strengths and wishes. Personal plans contain valuable information about people's social histories which enable care staff to build positive relationships with people. Family members commented "*Very caring, go out of their way to find things out about dad.*" Care staff are supported to meet people's day-to-day needs with clear and specific guidance in people's personal plans. The service has invested in an electronic system that enables people and their families or representatives to see their plans and information in real time, ensuring that the service works transparently. The manager uses this system to ensure there is open and frequent dialogue between the service and people. The manager completes regular reviews with people to discuss their experiences of the service, and to discuss their personal plans. We found that any changes identified as part of these reviewed is actioned in a timely manner.

Risks and specialist needs are considered in the care planning process. People are supported to be as independent as possible. The manager has robust risk assessments and plans in place to safeguard people, and care workers. Where people are unable to keep themselves safe, the necessary procedures are followed. People are treated with dignity and respect. Care workers focus on enabling and enhancing people's skills to help them maintain their independence at home. The service has a clear values base which is discussed in team meetings and is reflective of their statement of purpose (SoP). People receive their care calls at times that work for them. We found that care calls and durations match their planned times. People are supported to remain as independent as they can be with their medication. There is a robust medication policy in place to support the safe handling and administration of medication in line with current best practice.

## Leadership and Management

People and care workers benefit from the highly effective leadership and management of the service. The manager leads care workers in best practice to ensure that the service continues to achieve very high standards as it grows and develops. The manager, who is also the RI has outstanding oversight of all aspects of the service. The RI analyses patterns and trends in the data gathered about the service and is responsive to findings and feedback. There are strong governance arrangements in place to support the smooth running of the service on a day-to-day basis, focussing on upskilling care workers to maintain this in the future.

The service provides a small amount of packages of care in the area, with enough care staff on duty to support people effectively. There is good continuity of care for people. Care staff feel confident in their roles and understand their responsibilities. There is a clear pathway for development for care workers who want to progress. People benefit from the support of motivated and well trained care workers. The service follows safe recruitment practices and supports care workers to maintain registration with professional bodies such as Social Care Wales, the workforce regulator.

Care staff receive frequent support and supervision sessions. The manager ensures care staff have opportunities to be observed in practice, and any identified training needs are addressed. Care staff told us they are well supported in their roles. One care worker told us *"It's a dream, honestly... the manager is very supportive."* Care workers told us they experienced positive induction periods and are supported to complete training within their roles. Care workers told us that they have plenty of time to complete their care calls, and their rotas are well planned, to provide them with a good work/life balance.

The manager has a strong focus on staff wellbeing and has introduced a number of innovative initiatives to support care workers to maintain their health and wellbeing. The service is working with other agencies to increase their wellbeing offer to care staff. Some of the wellbeing opportunities afforded to the team include paid time away to volunteer for charities of their choosing, and health plans to support their physical and mental health. The service is currently introducing new technology to safeguard care staff who are lone working.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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