

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Affinity Homecare Group Ltd	
The provider was registered on:	05/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Affinity Homecare Newtown	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	05/09/2018
	Responsible Individual(s)	Paul Bradley
	Manager(s)	Tracey Woodward
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
	Affinity Homecare Aberystwyth	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	05/09/2018
	Responsible Individual(s)	Paul Bradley
	Manager(s)	Colette Dunn
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	In all branches we have a training matrix visible to allow easy viewing of what training is required and scheduled. We now have an in house train the trainer to help with training shortages in the industry as a whole. any new training identified we reach out to local authority for support and or recommendations.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We spent just under £13,000 last year on a constant recruitment drive alone on job boards to help recruit. We have also used all social media platforms to boost our requirements and platform.

Service Profile

Service Details

Name of Service	Affinity Homecare Aberystwyth
Telephone Number	01970630815

What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32
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Fees Charged

The minimum hourly rate payable during the last financial year?	15
The maximum hourly rate payable during the last financial year?	19

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We send out memos electronically and physically in english and w elsh should there be any changes. Service user handbooks when updated are replaced in homes.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Affinity Homecare focus on two key themes that are central to care planning - involvement and keeping the wishes of the person at the centre of their care and support. It emphasises that building relationships and good communication are critical to meaningful involvement and ensure our staff and service users voices are heard.</p> <p>Involving people in decisions about their care is intrinsic to the principles of Affinity Homecare and is evident in every care and support plan. By bringing service users, families and advocates knowledge and ideas allows us to give a fresh perspective on how their needs for care and support can best be met by us as an organisation.</p> <p>To ensure our service users voices are heard we encourage them to be involved in decisions about their care and treatment and this is reflected in the ethos, management, policies, and care practice of each one of our services.</p> <p>What our understanding of meaningful involvement is based on a sharing of power between the person using the service and the provider. Involving people in designing their care plans means for us:</p> <ul style="list-style-type: none"> • having a conversation among equals who are working together to help one of them decide about their care and support. • that the person is considered in all aspects of their life. • that the plan belongs to the person, keeping them in control. • that the plan is only implemented or shared with others if the person gives consent (where they have capacity to do so). <p>We do this by producing a shared written record of how the person will be cared for tells them (and others whom they wish to involve) what to expect. Giving this information clearly maintains the accountability of us as the service provider and enables people to raise any concerns about the care plan or its delivery.</p> <p>What we feel we do well is from the offset know that each person's needs and choices will be unique to them. This means that staff of all levels must do all they can to help the person convey their personal aspirations and goals, and the support they need. Creating the care plan with the person or their chosen representative will keep the focus on what is important to that individual and will enable their care and support to reflect this.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>supporting our service users to become involved, as much as they want or are able to, in decisions about their care and giving them choice and control over the services they receive.</p>

The extent to which people feel safe and protected from abuse and neglect.

Everyone is entitled to feel safe, and to live in an environment in which they are protected from assault, neglect, exploitation, or any other form of abuse. Any suspected or alleged abuse must be responded to promptly and sensitively, with the aim being to protect the individual(s) from harm.

At Affinity we:

1. Ensure that as a service provider we have the right systems and processes in place to make sure children and adults are protected from abuse and neglect.
2. We work with other inspectorates to help and protect our care workers and service users from significant harm.
3. We use intelligent monitoring, where we collect and analyse information about our services.
4. We respond to identified risks to help keep our service users safe.
5. We work with local partners to share information about safeguarding.

Additionally, we conduct regular audits to ensure:

6. medicines are managed properly
7. equipment is safe to use
8. infection control risks are managed
9. service users are supported adequately by staff, particularly those in need of safeguarding
10. providers learn from safety incidents.

The above audit checks are also inspected by our regulator.

Staff Training

To ensure our service users and staff feel safe and protected from abuse and neglect we ensure we recruit share the same key core skills and qualities.

We recruit people who have the right values and are:

11. Caring
12. Compassionate
13. Friendly
14. Trustworthy
15. Patient
16. Kind
17. Resourceful
18. Reliable
19. Motivated
20. Able to work on their own and as part of a team
21. Outgoing
22. Adaptable
23. Good communicators

And ultimately, people who have a good heart.

Each member of staff also goes through the following: At Induction Stage our staff becoming familiar with the following:

24. Company Profile
25. Employee Charter
26. Job Description
27. Staff Competencies
28. Skills for Care
29. Company's policies
30. Employee Handbook
31. Role of Care worker
32. Principles of Care
33. Person Centred Approaches/Values.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 3

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	10
	Health & Safety	32
	Equality, Diversity & Human Rights	32
	Manual Handling	32
	Safeguarding	32
	Dementia	32
	Positive Behaviour Management	32
	Food Hygiene	32
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
	No. of permanent staff	2
	No. of Fixed term contracted staff	0
	No. of volunteers	0
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	30	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	

Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	30
No. of posts vacant	5
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	30
Equality, Diversity & Human Rights	30
Manual Handling	30
Safeguarding	30
Dementia	30
Positive Behaviour Management	30
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	30
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	6
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Affinity Homecare Newtown
Telephone Number	01686610755
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	72
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Fees Charged

The minimum hourly rate payable during the last financial year?	15
The maximum hourly rate payable during the last financial year?	25

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	company would send out company memos electronically or physically in english and Welsh if required. Service user guides updated if and when.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Affinity Homecare focus on two key themes that are central to care at the centre of their care and support. It emphasises that building relationships and good communication are critical to meaningful involvement and ensure our staff and service users voices are heard.</p> <p>Involving people in decisions about their care is intrinsic to the principles of Affinity Homecare and is evident in every care and support plan. By bringing service users, families and advocates knowledge and ideas allows us to give a fresh perspective on how their needs for care and support can best be met by us as an organisation.</p> <p>To ensure our service users voices are heard we encourage them to be involved in decisions about their care and treatment and this is reflected in the ethos, management, policies, and care practice of each one of our services. What our understanding of meaningful involvement is based on a sharing of power between the person using the service and the provider. Involving people in designing their care plans means for us:</p> <ul style="list-style-type: none">• having a conversation among equals who are working together to help one of them decide about their care and support.• that the person is considered in all aspects of their life.• that the plan belongs to the person, keeping them in control.• that the plan is only implemented or shared with others if the person gives consent (where they have capacity to do so). <p>We do this by producing a shared written record of how the person will be cared for tells them (and others whom they wish to involve) what to expect. Giving this information clearly maintains the accountability of us as the service provider and enables people to raise any concerns about the care plan or its delivery.</p> <p>What we feel we do well is from the offset know that each person's needs and choices will be unique to them. This means that staff of all levels must do all they can to help the person convey their personal aspirations and goals, and the support they need. Creating the care plan with the person or their chosen representative will keep the focus on what is important to that individual and will enable their care and support to reflect this. Examples of this would be – We ask about details of key life events, what the person would like to achieve with their care and support, goals, and aspirations for the future.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>we must be seen to be supporting our service users to become involved, as much as they want or are able to, in decisions about their care and giving them choice and control over the services they receive</p>

The extent to which people feel safe and protected from abuse and neglect.

Everyone is entitled to feel safe, and to live in an environment in which they are protected from assault, neglect, exploitation, or any other form of abuse. Any suspected or alleged abuse must be responded to promptly and sensitively, with the aim being to protect the individual(s) from harm.

At Affinity we:

1. Ensure that as a service provider we have the right systems and processes in place to make sure children and adults are protected from abuse and neglect.
2. We work with other inspectorates to help and protect our care workers and service users from significant harm.
3. We use intelligent monitoring, where we collect and analyse information about our services.
4. We respond to identified risks to help keep our service users safe.
5. We work with local partners to share information about safeguarding.

People we spoke with told us that they felt safe with the staff that supported them. One person told us, "They are on the ball. They work well with the multi-disciplinary team." All the staff that we spoke with confirmed that they had received training on how to protect people and understood what safeguarding people meant. In addition, staff received updated training when required. We saw that people had an assessment of their needs and associated risks. A plan of care was completed which enabled staff to offer care and support to people in a safe way.

All the people we spoke with told us they were happy with the care they received and would speak with the office staff if they had any concerns. All the staff spoken with were able to tell us about the needs of the people they were supporting. One staff member told us, "I read all the care plans before I did any shadowing. I know what I'm doing." Staff spoken with understood about people making decisions and how to respect rights. For example, supporting people to make choices about their care.

Additionally, we conduct regular audits to ensure:

6. medicines are managed properly
7. equipment is safe to use
8. infection control risks are managed
9. service users are supported adequately by staff, particularly those in need of safeguarding
10. providers learn from safety incidents.

The above audit checks are also inspected by our regulator

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	5
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	61
No. of posts vacant	5

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	12
Health & Safety	61
Equality, Diversity & Human Rights	61
Manual Handling	61
Safeguarding	61
Dementia	61
Positive Behaviour Management	61
Food Hygiene	61
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	61

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	55
No. of staff working towards the required/recommended qualification	6

Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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