

Affinity Trust - Aberdeen Housing Support Service

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Type of inspection:
Unannounced

Completed on:
17 November 2025

Service provided by:
Affinity Trust

Service provider number:
SP2011011384

Service no:
CS2020380013

About the service

Affinity Trust - Aberdeen work in Aberdeen city and Aberdeenshire. They support adults with housing support, care at home and support services in their own homes. At the time of the inspection, Affinity supported 48 people.

About the inspection

This was a short notice announced inspection which took place between 04 and 07 November 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included, previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with or received surveys from 15 people using the service and six of their family and friends
- spoke with or received surveys from 27 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

People told us they liked and trusted the staff

Relatives were very complimentary about the support given

Everyone said they would tell staff if something was wrong and they were confident action would be taken

Staff enjoyed their work and felt supported by each other and managers

People were relaxed and happy in their homes

People were encouraged to try new things and be as independent as they could be

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

People's health and wellbeing was supported at a very good level. There were many strengths that led to good outcomes for people and few areas for improvement.

There was good chat in people's homes and support was given in an appropriate and respectful manner. People said they liked and trusted the staff and they had good relationships. This helped staff when having honest conversations and tackling all the areas where people were supported in their lives.

Some people had necessary restrictions in place to keep them safe, or feeling comfortable. There was a wonderful amount of vision from the manager and all staff and everyone was encouraged and enabled to believe in the possibility of their growing independence. Some examples were that people had been able to leave hospital and live in their own home, people were able to reduce their support from two staff at a time to one, and people had grown in confidence enough to take part in activities for the first time in their lives. These changes took a lot of time and support through difficult stages. As well as building consistent relationships, the service sought and used innovative technical solutions to allow people to stay safely in their homes by themselves. Items such as; door and window alarms, sensor mats and Alexa's (for communication) alerted staff if an unsafe situation arose. When alerted the staff responded immediately to support people. One relative told us that the "staff never close the door on any idea". This willingness to continue working with people, trying whatever was possible to enable people to live their best life in their own homes and communities led to very good outcomes for people.

Staff had clear and detailed support plans to guide them. These plans showed a lot of multi disciplinary input, for example from speech and language therapists, GPs and psychiatrists . Following these guidelines helped staff to provide safe support. Some people had legal conditions such as treatment orders and guardianships and these were documented in the support plans. For a small number of people these measures required renewal and the service was making efforts to ensure this happened.

People took part in activities both in and out of their homes, and these were by their own choice. People were encouraged to have as much independence as they wished, within safe guidelines. All the houses were clean, tidy, adapted to people's needs and decorated to their own tastes. People told us they were happy to be living in their own home.

The support staff made sure people had their medication as prescribed. Some people were able to take their own medication, with a reminder from staff. For others the staff administered it completely. The recording for this was very good. Where it was suitable, people were encouraged to grow in independence with their medication. We discussed the best way for this increasing independence to be recorded and the manager agreed to look carefully at this.

People who were supported with their cash experienced careful support with very good records . The cash and the medication records were regularly audited to ensure they remained at a high standard.

If things did not go well, there was a very good system for recording incidents and accidents, and also for dealing with complaints. These were not needed often but, when they were, they supported a thorough understanding and learning to improve practice and promote good experiences for people.

How good is our staff team?

5 - Very Good

The staff team, how they were arranged and how they worked together was at a very good level, showing many strengths.

People received their support for a small core team of staff, with an identified team leader. This helped people to have consistent care and one relative told us they appreciated knowing who to contact. Another relative said that the team leader and staff team for their daughter always go the extra mile and they could not recommend them highly enough. Some of the team leaders were relatively new in the post and were being guided by the manager to develop their skills.

Recruitment for staff followed a robust system. There were many checks done to ensure safe recruitment such as criminal record checks, and ensuring people had a right to work in the UK. The system also looked at people's values and experiences which ensured, as far as possible, that new staff would be helpful additions to the staff team. Regular team meetings for each small staff team, and also ones for the bigger staff team, ensured everyone knew what was happening with individual people and also throughout the company. The team leaders met one another regularly and supported one another by sharing what was happening in their small teams and looking for solutions together. This ensured people were supported by the whole organisation sharing best practice and working as well as possible together.

People could be sure that their needs would be met by staff who had a good level of training. This was true for basic training which was completed by everyone. Additionally there was specific training designed to enable more specialist support. This training was delivered through a mix of online learning, practical training and development sessions by other professionals,. For example staff who were working with people who had particularly complex needs received specialist training from the health professionals and the hospital. The team leaders assured themselves of staff competency by working alongside staff and observing their practice. This enabled areas which needed development to be addressed immediately.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support people's mental health and wellbeing and improve the quality of people's support, the provider should improve how they communicate with all people to reduce the likelihood of any potential stress or anxiety.

This should include but not be limited to, making sure that communication is person-centred, supportive and mindful of people's individual needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention' (HSCS 3.1).

This area for improvement was made on 25 November 2024.

Action taken since then

All people that we saw, or spoke to were happy with their staff and how they were supported. There was careful guidance in the support plans to help staff to communicate well with people. There were particular instances of people who did not enjoy relating with others, and how they should be supported without making them more anxious. Situations that had provoked anxiety or distress for people were eliminated through replanning how they led their daily lives.

Previous area for improvement 2

To support people's health and wellbeing and improve the quality of their care, the provider should improve how they support people to take their medication to reduce medication errors.

This should include but not be limited to, continuing auditing and action planning to support further reduction in medication errors and supporting all people to take their medication as prescribed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 25 November 2024.

Action taken since then

There were very few medication errors. The administration and recording was consistently accurate, and people were receiving their medication as prescribed.

Previous area for improvement 3

To support people's health and wellbeing and improve the quality of their support, the provider should improve how they communicate with all staff and any relevant professionals.

This should include but not be limited to, making sure any staff questions or queries relating to people are answered in a timely manner and making sure any professional questions or queries relating to people are answered in a timely manner.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 25 November 2024.

Action taken since then

The communication between staff and management was provided via the management team being readily available each day, formal team meetings and also regular emails and phone conversations. There was consistency throughout the organisation which helped people to receive consistent care. Relatives trusted the staff and told us that it was easy to contact team leaders, and they always got a helpful response.

Previous area for improvement 4

To support people's health and wellbeing and improve the quality of their support, the provider should improve the quality of all documentation and care planning so that it is all completed to the same high standard.

This should include but not be limited to, consistently good quality of daily recordings, personal plans and any other recordings related to people's care and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23); and

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

This area for improvement was made on 25 November 2024.

Action taken since then

The support plans, and daily notes were well written, and easy to follow. They were at the same high standard in all of the houses.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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