



Inspection Report on

Consensus Community Support Limited

**Consensus Community Support Registered Office
New Horizons Opportunities Centre (Upstairs Office)
Poolhead , Wilcrick
Newport
NP26 3DA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

15/02/2023

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About Consensus Community Support Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Consensus Community Support Limited
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People receive support and encouragement to lead active lives and make daily choices. Staff treat people with dignity and kindness. Each person receives a service tailored to their own individual needs, likes and dislikes. They are supported to remain as healthy as possible. Care workers and managers are friendly, enthusiastic and strive to make a difference to people.

People benefit from a well-managed service. Staff feel supported by their colleagues and by managers. They demonstrate a thorough knowledge of the people they support. They attend training relevant to their roles and the support they provide to people.

There are established systems in place to enable managers and care staff to plan and deliver care and support safely. A manager registered with Social Care Wales is in post. The service provider continuously monitors the service provided. The manager and the responsible individual (RI) have direct and regular contact with people and their relatives.

Well-being

People who use the service have choices about doing the things they like. They spoke to us about what matters to them, how they keep occupied and about the support they receive from care staff and managers. Care staff cater for their preferences and because they know them well, can anticipate their needs. People engage in a range of activities within their homes, in their local area and further afield. They are involved in all decisions which affect them and the support they receive. When people need support to have choice and control, the way care workers can support them is detailed in their care documentation. The service provider consults with them, their relatives and with staff.

People are supported to remain as healthy as possible. Care workers support them to remain physically and mentally as well as possible. This includes encouraging them to maintain a healthy diet and supporting them with their medication. Care workers monitor people's health and referrals and appointments with health professionals are arranged when necessary. They are supported to have choices, to remain active and to maintain meaningful relationships. We observed care staff take time to talk with people. We also noted people spoke with us about the activities they are planning. Having good relationships with those around them and having things to look forward to promotes their emotional well-being.

The service provider has measures in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place, and these are kept up to date to keep people as safe and as independent as possible. They are supported by an established team who know which signs indicate when they may be in a vulnerable position. People also benefit from a service which is well led by an experienced management team. Finally, people who use the service have contact with people outside of the service who they know they can talk to if they have any worries.

Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural familiarity between them. We saw staff are encouraging and reassuring and demonstrate a clear understanding of people's needs. People spoke with us about the support they get from care workers, about the people they are in regular contact with and about the activities they pursue. We noted people are supported by a stable team which comprises of long standing care workers and managers.

There is documentation in place for each person. It reflects information gathered from them and significant others including health professionals. Personal plans are all individualised. We saw people's records include what they want to achieve, what a good day and what a bad day for them looks like. Plans cover all the areas in which people require support. They cover "*what support is needed/steps to follow to support*" each person. We noted plans include the best ways to communicate with each person and plans which show the steps staff must follow to enable them to have choice and control. On a day-to-day basis care workers complete daily records which show what people have done, what has gone well and any issues. We saw monthly key worker meetings take place, all aspects of people's lives are reviewed, what is working and what is not working is considered. We saw an action plan is then designed, the plan is called "*Success/Action Plan - Steps required to help me succeed with my goals and aspirations*". We also saw support plans are reviewed following the monthly and three-monthly review meetings; this ensures all information remains up to date.

The provider has mechanisms in place to safeguard the people they support. Care workers are trained and are aware of the procedures to follow if they are concerned about someone they support. When people wish to pursue activities which may present risks, these are reviewed, and risk management plans are drawn. These help to keep people as safe and as independent as possible. We saw there is a 'grab sheet' and communication profile for each person. These documents summarise people's care documentation and ensure people continue receiving the care and support they need, for example if they are admitted to hospital.

Leadership and Management

People benefit from an effective leadership and management team. The feedback they gave us shows they have very good relationships with staff and people who receive a service from the agency. The service has policies and procedures which are clear and fit for purpose. We saw that the manager and the RI carry out regular audits and review the information collated. In addition, The RI seeks feedback from the people they support, relatives and from staff at the required frequency and complete the necessary reports. People who use the service have access to easy to read information which explains what the service offers and how to make a complaint or speak out.

There are arrangements in place to recruit, train and support staff. We noted people who use the service are involved in the early stages of the recruitment activities. They get an opportunity to meet with candidates who have been pre-vetted and can give feedback. We examined recruitment records to review the checks the service provider undertakes once a candidate has been offered a position. These show the service provider carries out the necessary checks before a person can start working at the home.

Supervision and training records evidence processes are in place for supporting and developing staff. Staff told us they received an induction when they first started, they feel supported by managers who listen to them and by colleagues. They also told us the training provided is good. One person told us they feel valued and looked after by the service provider. Another one told us there are a lot of people they can turn to and there are opportunities for people to move up the career ladder. The manager told us they are well supported by the the RI. The documentation we reviewed shows new staff complete the All Wales Induction Framework, are made aware of the Social Care Wales' Code of Professional Practice for Social Care, complete shadow shifts and are given time to read the documentation relating to people and to the service. We noted all managers and care workers we spoke to showed interest, enthusiasm and commitment towards their roles. We saw they are supported to achieve, and they hold recognised qualifications ranging from level 2 to level 5.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 17/05/2023