



## Inspection Report on

**Compass Community Care Ltd**

**Compass Community Care Ltd  
St. Davids House  
New Road  
Newtown  
SY16 1RB**

## **Date Inspection Completed**

16/09/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk) You must reproduce our material accurately and not use it in a misleading context.*

## About Compass Community Care Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Compass Community Care Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

### Summary

Compass Community Care provides good quality care and support. People are understood and are treated with dignity and respect. People's voices are heard and they do the things that make them happy. People choose how they spend their time and are supported to maintain their homes and tenancies, and be as independent as possible. People are safe and protected from abuse and neglect. People spend time in their community and feel like they belong.

Committed care staff are recruited safely, are well trained and caring. Good management arrangements and oversight of the service are in place. The service manager is supported by service coordinators, who are based in people's homes and are accessible to people using and working at the service. The Responsible Individual regularly visits people's homes and consults with them to make improvements.

## Well-being

People have information about the service and what opportunities are available to them in the wider community. People's individual circumstances are understood and considered, and their voices are heard. Individuals supported by Compass Community Care are treated with dignity and respect. They speak for themselves and enjoy making decisions, helping them to feel in control of their lives. People make choices about their homes, promoting a sense of involvement and independence.

People make choices about how they would like to spend their time and where they would like to go. People we spoke to told us about holidays they had enjoyed. People use facilities in their community and told us about groups they were involved with. We were told about attending events, volunteering and visiting family, doing the things that mattered to them.

People enjoy living in a home they call their own and are confident in saying if they would like to live somewhere else. People told us about deciding how their homes and rooms were redecorated.

People told us they feel safe and protected. People receive a good standard of care and support from care staff who have been safely recruited, trained and supported, helping to maintain their wellbeing. We were told, "*I'm looked after well.*"

People are supported to maintain the relationships that are important to them, with the service being proactive in planning visits to loved ones.

People are supported to maintain their overall health and emotional wellbeing. The staff team have good relationships with people and understand their physical and emotional needs, seeking support from other professionals when required. Robust medication management systems also ensure people's medical conditions are well managed.

## Care and Support

People are positive about the care and support they receive. People using the service are supported to live as independently as possible in their own homes. They are supported by caring staff who understand their needs and know them well. People's personal outcomes are understood and support is planned according to their wishes.

Detailed personal plans accurately reflect people's personal outcomes, care and support needs. Robust individual risk assessments identify risks and provide instruction for keeping people safe and well. People using the service are involved in timely reviews of personal plans, including risk assessments. Personal plans recognise specialist needs, which inform individuals' care and support provision. We saw care staff understand individuals' needs and use effective strategies to support their wellbeing. Daily notes record care and support provided and information from the day which is important to the person.

People are supported to maintain their overall health and well-being. The service provider accesses other health and social care professionals when required, to ensure people receive prompt medical treatment or assessments. Advice from other professionals is included within care plans. Daily recordings are kept to effectively monitor people's health and wellbeing.

The service provider has safe systems for medication management. Medication records are fully completed, storage arrangements are safe, and the overall administration of medication is effective.

People are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities. Robust risk assessments are in place to identify and minimise individual risks.

## Leadership and Management

The Responsible Individual (RI) was described by staff as being approachable and helpful. There are systems and processes in place for effective governance and oversight of the service with the RI visiting people's homes regularly. A staff member told us "*I like her, she [is] very straight, you can go to her with anything.*" The RI completes audits and produces action plans, to ensure continuous improvement of the service.

The Service Coordinators know the people who use the service well and people are comfortable and confident in their company. Staff have confidence in the manager and feel well supported, we were told, "*She is responsive.*" Since the last inspection, there has been significant change in staffing structure and staff roles. Staff understand their roles and who to access for support and guidance.

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. Staff are registered with Social Care Wales, and staffing levels are appropriate to the needs of people using the service. There are sufficient numbers of skilled and experienced staff available to cover rotas. Staff told us they felt more staff were needed. Service Management acknowledged there are pressures on staff, with requests to cover additional shifts. There are staff shortages across the social care sector and the service provider is actively recruiting.

Staff complete comprehensive mandatory training and additional training which is service specific. Staff have a positive attitude to training and training compliance is high. Staff told us they receive regular supervision and are positive about the support received during supervision.

Policies and procedures provide clear guidance for staff and support them to raise concerns. People supported by Compass Community Care have access to information giving them a clear understanding of how the service is provided and the records kept.

Staff enjoy working at the service and value the people they support. One staff member said, "*It's a company that looks after their staff.*" Another member of staff said, "*Everyone works together! Not felt so happy with [a] team in workplace before.*"

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
--	------------	--



### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 23/10/2024