



## **Inspection Report on**

**Consensus community support Limited**

**Lime Grove Apartments  
Lime Grove Avenue  
Carmarthen  
SA31 1SN**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**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 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	10 January 2023
Does this service promote Welsh language and culture?	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 are very positive about the service they receive. Highly skilled and professional support workers have developed important relationships with people that positively impact their well-being. Individualised personal plans effectively guide support workers on how best to meet people's needs.

The service is very well led by an accessible and supportive manager. They have created a culture that supports people to maximise their independence. The provider has very good oversight of the service, with quality assurance systems that focus on continual improvement and development.

## Well-being

People receive individualised support and access different opportunities that enhance their well-being. Support workers encourage people to be as independent as possible and to do things that matter to them. The manager involves health and social care professionals to help people remain as healthy as possible. People, their support workers and professionals are involved in developing personal plans. People set goals that are meaningful to them and evaluate their progress with support from their key workers.

People have control over decisions that affect their lives and are supported to work towards their own individual goals. Support workers know people well, understand their needs and take time to develop positive and trusting relationships with each other.

People are protected from harm because recruitment processes and training ensure they get the right support. Ongoing training and professional development is encouraged and support workers register with the workforce regulator Social Care Wales. People are protected from abuse and neglect because staff are fully aware of their responsibilities to raise concerns.

There is a person-centred culture at the service and people have a voice because the RI knows them well and involves them in quarterly visits. This information is recorded in a report with a clear action plan and used alongside a variety of internal audits to inform the six-monthly Quality of Care Review.

## Care and Support

People are very happy with the service they receive. They are supported by a team of experienced and familiar support workers who encourage them to live as independently as possible. We observed many respectful and positive interactions between people and their support workers during the inspection. The enabling culture at the service promotes independence, this has helped people to move into their own homes, go on holidays and maintain important relationships with family and friends.

The provider has introduced an effective electronic planning system. People, their representatives, support workers and associated professionals are involved in the development of personal plans. Documentation is up to date, with accurate guidance on how best to support people to achieve their individual outcomes. People review their plans every month with their key workers, who help them assess, review and alter the goals they are working towards. Positive risk assessments help to maintain safety while promoting people to be as independent as possible. Health and Social care professionals are involved and their advice is reflected in plans.

People are active members of their local community and enjoy going shopping, eating out, accessing leisure facilities and are members of various social clubs. Support workers help people to maintain their own homes, shop for themselves, manage their own medication and promote a healthy way of life. People told us about the positive impact this support has had on their lives and how well the service has enabled them to achieve their outcomes.

## Leadership and Management

There are highly effective arrangements in place for monitoring, reviewing and improving the quality of the service. The provider has introduced a new quality assurance system, with detailed audits and action plans to address any issues. The Responsible Individual (RI) is well known by the people who use and work at the service. The RI's statutory quarterly visits are comprehensive, they review numerous audits, involve people and staff. Information from these quality audits, any lessons learned and feedback from people, their representatives and professionals are used in the six-monthly Quality of Care Review.

There are effective systems in place to ensure documentation is up to date and supports staff to help people achieve their goals. The manager has created a person-centred culture at the service, that enables people to become as independent as possible and achieve positive well-being outcomes.

Staff receive regular one to one supervision and an annual appraisal, they describe the manager as organised, accessible and supportive. Support workers have a sound understanding around safeguarding and are confident to report any concerns they might have to the manager, provider or local authority. Support workers have a good awareness of the key policies and procedures that guide good practice.

Pre-employment checks such as references, right to work and Disclosure and Barring Service (DBS) take place before new employees start work. Support workers receive a combination of online and face to face mandatory training. Person specific training also helps support workers to effectively meet people's individual needs. Support workers register with the workforce regulator, Social Care Wales and gain further skills through professional qualifications.

The manager ensures there are adequate numbers of support workers available to meet people's individualised needs and choices. The stable and consistent team of support workers have developed trusting relationships with people that have enabled them to achieve positive well-being outcomes.

### 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** 31/10/2024