



## Inspection Report on

**Compass Community Care Ltd**

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

## **Date Inspection Completed**

20/03/2023

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## 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	This was the first inspection since being registered under RISCA regulations.
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

This was the first inspection since the service was registered under the RISCA regulations. The provider delivers care and support to people residing in a shared occupancy house with their own tenancy agreements.

Dedicated and experienced staff deliver person centred care to people in their own home. Personal plans are created with people and document how they want their care and support to be delivered and what is most important to them. People receive 24-hour support and are encouraged to pursue personal interests and be as independent as possible.

Quality assurance processes are in place and continue to be developed meaning the provider is identifying areas for improvement and putting processes in place which benefits the organisation, staff and people accessing services.

## Well-being

People choose how to spend their time and have control over aspects of their daily life. Staff encourage people who receive support to be independent and live full and active lives, accessing the community, carrying out daily tasks and maintaining contact with family and friends. Records seen in the home evidence that people's personal outcomes are discussed and reviewed with staff working to help people meet their goals. When one person started receiving support from Compass, they said they would like their own vehicle. This has been achieved meaning the person can access the community when they choose and do things that are important to them.

People experience positive health outcomes because their physical, emotional and wellbeing needs are met through collaborative working between care staff and health professionals. People have equipment in place and support from additional services to ensure their wellbeing and promote independence.

People are kept safe from potential abuse by staff who have completed safeguarding training and policies which support this. People can access information about who to speak to if they have a concern both internally and outside the organisation. Care staff told us they know how to report a safeguarding concern and know who the local safeguarding team are. One person told us that they knew who to tell if they had a problem. We observed positive interactions between care staff and people being supported. One person told us "*Staff are all lovely.*"

The provider helps people to access cars and adapted vehicles to ensure opportunities are available to them. One person supported told us they had been out sightseeing the day before and were going out with family in the afternoon. People have internet access on personal phones and a house computer, for entertainment and accessing social media. People enjoy spending time in the garden during summer months, growing their own fruit and having BBQs.

## Care and Support

People can be confident that the service is able to meet their needs as the provider considers referral information and speaks with people or where appropriate, their representative to establish needs and expectations. We saw records of conversations with people to gain their views about the support they would like. People are given the opportunity to visit prospective houses and meet prospective cotenants.

The provider delivers support which is person centred and meets the individual needs of people accessing the service. One staff member told us *“People are really well looked after and receive individualised support.”* People participate in recruitment of support staff and tell us they choose who supports them. One person said, *“We’re a happy bunch here, I choose who I live with and who supports me.”* Plans are created with people to identify areas where support is needed, how the person wants the support to be delivered and how this will help them meet their goals.

Weekly discussions take place between tenants and staff. People plan how they want their support hours to be spent, discuss activities, appointments, and tasks such as shopping and housekeeping.

Support plans have been revised recording information in a more accessible and engaging way. This information is reviewed and updated on a quarterly basis or sooner if needed and the provider is developing review documentation to ensure the involvement of people and their representatives in discussions can be evidenced. We saw records of staff making amendments to support plans, we also saw this discussed within staff meetings.

Daily records contain detailed information about people’s mood, sleep patterns, things that have gone well and level of engagement. Staff record information about food and fluid intake and medical appointments. People meeting their personal outcomes is shown through records of daily activities and achievements.

Risks are identified within specific risk assessment records and detail the steps staff and people need to take to keep safe whilst respecting their right to make choices. We saw risk assessments are reviewed regularly and have input from other professionals to ensure information is accurate and consistent. Staff are able to tell us about peoples care and support needs. Systems are in place to make staff aware of specific risks and communicate vital information about how to support people safely.

Medication is managed safely, and people are supported to self-medicate where appropriate.

## Environment

People hold their own tenancy agreements for their homes and are supported to maintain this by staff. The provider gives guidance and support around maintenance and utilities, supporting people to engage with property owners where the need arises.

The service user guide states what Compass will support with in relation to people's home and maintenance, so people know what to expect when they decide to access support from the organisation.

People are supported to keep their home clean and decorated how they choose.

## Leadership and Management

The responsible individual (RI) works closely with the regional manager to have a good oversight of the service. Visits to people's homes take place on a regular basis and the management team have extensive knowledge of people using the service. Quarterly internal reports reflect on several areas including safeguarding, complaints, staff support and feedback from questionnaires. This auditing and review process informs the Quality-of-Care reports and evidences development of areas in order to improve functions within the service.

Records seen show that staff receive annual appraisals and regular supervision also attending staff meetings and training opportunities. Staff told us *"The management team are all very approachable, the RI is supportive, can be contacted at any time and knows the service well."*

People are supported by staff who have training specific to their individual needs as well as mandatory training. Development logs show training completed by staff which also supports them in meeting the CPD (continual professional development) requirements of their Social Care Wales registration. One member of staff told us training is supportive and gives them confidence to carry out their role.

The recruitment process ensures the relevant checks are completed so people can be sure they are supported by staff who are suitable for the role. Staff are asked about their hobbies and interests during the recruitment process to help match them with individuals who enjoy similar things and people using the service are invited to be part of the interview process when possible.

The organisation has policies in place to support staff and people using the service. The provider ensures information is available in easy read format and that people are offered the opportunity to raise concerns. The service user guide is an accessible, engaging document and informs people about what services Compass can provide.

### 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. 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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