



Inspection Report on

Compass Community Care Ltd -W030001598M0010001

**St Andrews Park
Queens Lane
Broomfield Industrial Park
Mold
CH7 1XB**

Date Inspection Completed

16/03/2021

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About Compass Community Care Ltd - W030001598M0010001

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 provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are supported to be at the centre of their care and make decisions that affect them. Consistent staff teams enable people to make and maintain positive relationships with staff because they know them well. Staff are confident and enthusiastic in their roles which enables them to support people to achieve their outcomes. Up to date personal plans reflect people's individual needs and preferences well and ensure people remain safe. The current process for formally reviewing care is under review to ensure representatives are fully able to contribute.

The service is well managed and committed to using feedback to underpin improvements. Staff at all levels feel well supported and able to openly discuss any issues or concerns. Staff are inducted into their roles well and at their own pace, and receive core training to enable them to feel confident in their roles.

Well-being

People are supported to have day to day control over their lives. People are treated with dignity and respect and supported to contribute to decisions that affect their lives, or enabled to have someone who can do it for them. Information provided by people, or their representatives, is incorporated into their personal plans and staff have a good knowledge of individual plans of care. The service provider is addressing the need for staff to have specialist training to meet people's complex needs. The service provider is committed to making improvements within the service and introducing new ways of gaining people's views. People we spoke with felt listened to and valued by staff.

People receive appropriate, pro-active care from small, consistent staff teams. Staff are knowledgeable about the people they support and their specific individual needs, and are therefore able to quickly identify any changes in need. Communication channels within the service are generally clear, and changes are communicated quickly, confidentially and effectively. These processes are continually under review to ensure continued improvement. The service provider are proactive about introducing new ways for people to spend their time, under current restrictions.

People are protected from abuse and neglect. People are actively encouraged by the service provider to discuss the service they receive, their general well-being and anything else that might be on their mind. The service provider responds in a positive way to any concerns or incidents which occur, to ensure any future risk is reduced. Staff are generally well trained and follow instructions from external healthcare professionals well in order to keep people safe. Comprehensive policies and procedures underpin the service which staff are familiar with.

People benefit from safe and healthy relationships. People told us of the trusting and happy relationships they had developed with staff that support them. Staff were able to discuss in detail people's individual needs and were enthusiastic about providing quality care to the people they support. People's individual communication needs are considered to ensure they fully understand information provided to them.

Care and Development

Personal plans reflect people's current needs and provide a detailed plan of how care is to be provided, to meet the person's individual needs and desired outcomes. Support plans and risk assessments are regularly updated and any changes are communicated to all relevant staff effectively; a plan is in place to improve the communication of these changes more formally to people's representatives. People we spoke with told us they are receiving the care and support they require and want. It is evident people, and their representatives, are regularly able to discuss the service with managers. Professionals we spoke with, who are involved with the service are positive about the care and support people receive.

People receive care and support in accordance with their personal plan; in line with the service providers' statement of purpose. People have good relationships with consistent staff they know well, and are treated with dignity and respect. Staff told us they support the same people each week and we saw evidence to support this. People have access to community advocacy services where support is required to enable decision making. Staff we spoke with have a good knowledge and understanding of people's current individual needs and their preferred methods of communication; formal staff training in this area requires improvement and is something the service provider has already highlighted through their own quality assurance processes, and is currently being addressed internally at the service. Language preferences of people using the service are sought and included in personal plans.

There are systems in place to ensure people are safeguarded. documentation contains information on how to raise concerns; people using the service and staff are familiar with this and people told us they would feel comfortable to raise any concerns. Evidence supports the service provider listens and acts on any concerns raised. Staff understand their responsibilities in regards safeguarding and have access to an up to date safeguarding policy, which takes into account relevant legislation, and outlines how to identify and report potential abuse and neglect. Actions arising from any previous safeguarding incidents are implemented and sustained well at the service.

Policies and procedures are in place which promote good infection control processes. Staff have completed training to ensure they are up to date with current guidance and are able to discuss safe working practices; the recording of such training requires improvement. Staff are able to follow procedures to prevent the spread of infection in line with current national guidance; and support people in their understanding of current measures in place. There are systems in place at the service to make sure there is a good supply of required personal protective equipment (PPE). People, and their representatives, are confident that they are being kept safe by staff who are supporting them.

Leadership and Management

There are processes in place to assess, monitor and improve the performance, quality and safety of the service. Individuals are satisfied they regularly have the opportunity to give feedback on the service they are receiving, and that their feedback is listened to and acted upon. The service use several methods to gain feedback from all involved in the service; and feedback is overall positive. We saw evidence which showed managers act upon any feedback received to ensure improvements to the service are implemented. The quality of care review and responsible individual visits identify areas of improvement; an action plan would improve the process and underpin improvement. Feedback gained from everyone involved in the service shows there is an open culture to raising any issues; people are given the relevant tools to enable them to raise concerns as independently as possible.

The statement of purpose (SOP) and other information about the service accurately describes the service provided. The service provider is ensuring that service delivery is in accordance with the SOP and people confirmed this. The document has been reviewed within the last 12 months and CIW received a copy of the updated document as legislation dictates. Policies are up to date and reviewed within specific timeframes to ensure they include relevant guidelines and legislation.

There is a robust recruitment, induction and probation programme in place. Staff describe completing a thorough recruitment, induction and shadowing process prior to starting work; this is supported by documentation available for review. Staff core training is up to date, however, improvements are required to ensure all staff have specialist training required for their role. Staff are supported to register with Social Care Wales (SCW) and registration details are available for review. Staff feel confident in their job roles and well supported by the management. All staff confirmed they receive formal supervision and appraisals in line with the timeframes specified in the regulations. There is a clear support programme in place at the service to enable staff to progress in their career if they wish.

The service provider has appropriate arrangements in place for notifying CIW of any notifiable events within the specific timeframe. Review of documentation during the inspection support the service provider follows these processes and the information which is provided is accurate. Reportable incidents are investigated thoroughly by the service provider where necessary.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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Date Published 22/04/2021