



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

Date Inspection Completed

20 April 2021

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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?	Yes

Summary

People receive support in a person centred way and lead happy and fulfilling lives. Each person is encouraged to make daily choices in how they live their lives and are supported to spend their time in meaningful hobbies and interests. Monthly meetings are arranged for people to discuss any issues that affect them. The staff team are enthusiastic and want to make a positive difference to people's lives. Care workers feel well supported by their managers and receive training relevant to their roles. A professional management team continually strive to develop people's support wherever possible: there are clear systems that monitor the quality of care provided and senior staff take prompt action to tackle any areas that require improvement. Good communication channels are evident throughout the organisation, with timely referrals to other healthcare professionals. The service promotes the use of the Welsh language and culture. The provider has been very proactive during this year's pandemic, keeping people in the service and care workers healthy by the use of safe practices.

Well-being

Overall, people receive individual, person centred support because each person is invited to be involved in the decisions about their care. Personal plans describe people's specific preferences, together with what is important to them. One-page profiles include information about each person's preferred method of communication so care workers remain aware of people's wishes at all times. Care workers are familiar to people and understand their needs, preferences and everyday routines. One person in the service told us, *"I get on well with all the staff. I like them all."* The manager issues surveys each year to ask for feedback about the support people receive, but there have been few responses: people say they are happy and do not want to fill in forms.

Care workers support people to maintain healthy relationships in their local community. Many routine activities stopped during the pandemic, but care workers remain motivated and focused on what is important to the people they support. Beforehand, people were out and about in a variety of places, such as working in voluntary or paid employment and attending college. A safe return to all such activities is currently being planned. In addition, people are invited to be involved in new employee interviews and inductions. People have also used a local advocacy service in the past to help to maintain their independence.

Each new employee goes through a detailed initial induction programme, and attends any additional training to meet specific needs. One care worker told us, *"If there is something we need, we just ask for it and we usually get it."* Care workers are well supported by their managers, who are always available for advice when needed.

Each person has a copy of the provider's statement of purpose and written guide – these documents describe what people can expect from the service as well as details of the complaints process should they need to use it. People told us they know how to make a complaint if they need to and are confident the provider would listen to them if they did.

Care and Support

Overall, there is an accurate plan for how the service provides people's support. There is a multi-agency approach to supporting people: this includes relatives and external healthcare professionals such as social workers. One-page profiles record what is important to people and personal plans clearly describe each person's support. To remain current, keyworkers and senior staff review care records every month, or more frequently if support needs change. People may invite their families to their care reviews if they wish, but each person usually prefers to share their own opinions independently. Physical and mental health assessments and up-to-date risk assessments help maintain people's independence as far as possible. Each person is registered at the local GP surgery and prompt referrals are made to the doctor, dentist or optician when they need it.

The provider considers people's Welsh language needs by providing an Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. A range of essential documents, including policies and procedures, the statement of purpose and written guide are available bi-lingually. This means Welsh speaking people are able to make informed decisions about their care and support with this provider.

As far as possible, the provider takes positive steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being. Each new employee goes through a detailed induction programme that includes safeguarding training and current best practices around keeping people safe. Care workers are aware of the whistleblowing procedure and are confident to use it if the need arises. They are confident to go to their managers initially, but would approach external agencies such as the local safeguarding office if they thought they needed to.

Leadership and Management

Overall, the service has a clear vision of the support it wants to provide, and a positive regard to each person receiving support. During the pandemic, senior staff have maintained regular contact with people: the responsible individual has been in regular contact as part of their legal responsibilities to check the overall quality of support provided. Regular contact take place with people, their family members and healthcare professionals involved in their care. Monthly audits monitor all aspects of people's support, including medication and infection control measures. Any issues are resolved in a timely manner to people's satisfaction.

People know how to make a complaint if they need to, and are confident the provider would listen to them if they did. Each person has a copy of the complaints policy and an 'easy read' version is available for people who do not read well. People and their relatives may complete surveys to ask for their opinions on the quality of support they receive. All findings are summarised in a six-monthly quality of care report, which identifies all actions to be taken and all planned improvements for the service.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people to remain safe. Employee recruitment records show all required pre-employment checks are in place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme is linked to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' The staff team is committed to ensuring best possible outcomes for people. Care workers told us that staff meetings are useful, and give them the opportunity to discuss their work and to keep up-to-date with all developments in the service. New employees receive regular support from senior staff and all employees have six supervision meetings and an appraisal each year to discuss their development and any issues they wish to raise. Employee training records show that all care workers are up-to-date with their essential training, together with specialised courses where necessary – such as epilepsy, diabetes and mental health awareness and other topics that affect the people they support.

Environment

The Quality of Environment is not a theme we explore in any detail for domiciliary support services. But people using the service and all employees can have confidence their personal information is stored securely.

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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