



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Compass Community Care Ltd



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



07891544427



www.compassccl.com

Date of Inspection Visit: 20.04.26 & 24.4.2026

Service Information:

Operated by:	Compass Community Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and cultural needs of people, or is working towards a bi-lingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Leadership & Management

Good

Summary:

Compass Community Care provides 24-hour support services for adults over the age of 18, across Powys and Gwent, covering Newtown, Trefeglwys, Llanidloes, Caersws, Welshpool and Caerphilly. This report relates to the Powys Service.

People achieve excellent well-being outcomes through consistent support from a highly skilled staff team who promote rights and enable informed, aspirational decision-making.

Care and support is good, demonstrated by personal plans which are person-centred, clearly identifying individual needs and supported by appropriate risk assessments.

Leadership and management is rated good. The Responsible Individual (RI) provides oversight of the service, with systems in place to support and evaluate new ideas. Staff are well supported through training, policies and safeguarding arrangements.

Findings:



Well-being

Excellent

With few exceptions, people are treated with dignity and respect and are supported to express their views and achieve personal well-being outcomes which matter to them. They are encouraged to use and build on their strengths, having meaningful control over daily life choices, including routines, activities and finances. Positive and supportive interactions between staff and people contribute to a warm environment. Staff listen to people, provide information in accessible formats and support informed decision-making. Care is personalised, promotes independence and is guided by personal plans created with people and where appropriate, their families or representatives. People and their representatives told us they feel respected and valued. One representative told us, *'they genuinely care, I trust the staff and leadership team 100%, there is nothing I can change'*. One professional told us *'they have created activities for the whole community; this is outstanding for everyone in the area'*.

Leaders and staff demonstrate a clear commitment to listening to people and supporting informed decision-making. People are supported to achieve self-directed outcomes and maintain their physical, mental and emotional wellbeing. Structured activities, community events and skill-building opportunities promote engagement, social connections and personal development. People are supported to share their views through meetings which inform service delivery and the provider works effectively with external partners to ensure access to information, advocacy and ongoing support. People told us they feel part of strong and sustained culture of openness, where views are listened to without judgement. They feel their emotional and psychological wellbeing is actively supported and enhanced. They told us they are well supported to understand their rights and entitlement, and many are achieving positive outcomes, including improved health awareness, strengthened family relationships and increased independence. Several people have progressed to more independent living, reflecting the service's strong focus on developing life skills and autonomy.

Professionals we spoke with told us support is person centred and provided consistently. We saw flexible and creative approaches developed with people to manage risks at an early stage and reduce the likelihood of harm, particularly for those who may find it difficult to express their views. People told us they know how to access the on-call system and the duty number is readily available. Safeguarding arrangements are effective and involve collaborative working with people and external agencies. Staff demonstrate a clear understanding of safety, balancing risks and positive outcomes to support wellbeing and community involvement. The service has an accessible user guide explaining how to raise concerns or complaints, and people told us they have confidence in the manager's response when issues are raised.



Care & Support

Good

People receive consistently good quality care and support. The provider completes thorough assessments of people's needs, desired outcomes and the potential impact on others using the service before agreeing provision. Comprehensive information is gathered from people and their representatives to inform decision-making and ensure needs can be met. People are meaningfully involved in their care planning, with those without family benefiting from coordinated input from professional networks, supporting positive relationships. Care and support plans are respectful, up to date and clearly reflect individual needs, preferences and goals. People told us they feel confident to express themselves and have control over their daily routines. Most people are independent with their personal care and where support is required, it is delivered in a compassionate, person-centred way. Personal plans reflect people's preferences and are regularly reviewed to remain relevant and responsive to changing needs. Plans also clearly outline how people wish their needs to be met. Staff understand people's complex health needs and work proactively with hospitals and other professionals to support health, safety and wellbeing. People are supported to communicate in Welsh where this is their preferred language, with staff actively promoting its use.

There are effective safeguarding systems in place to protect people from harm and abuse. These arrangements include a strong programme of staff training, clear reporting processes and regular risk reviews, which support people to feel safe. Staff understand and follow the Wales Safeguarding Procedures and people we spoke with told us their dignity is consistently upheld. People are supported to do as much as they can for themselves and arrangements are in place to ensure people's voices are heard. Where Deprivation of Liberty Safeguards (DoLs) apply, these are appropriately authorised, regularly reviewed and remain the least restrictive option, demonstrating a commitment to upholding people's rights. Staff have the knowledge and skills to minimise restrictive practice while promoting safety and independence.

Staff effectively follow risk management plans to assist and reassure people if they are agitated or distressed. Where people have complex or continuing health needs, staff proactively seek specialist input and maintain excellent communication with all professionals. Regular multi-disciplinary meetings ensure care remains responsive and aligned with best practice. Medication systems are well-managed and regularly audited, storage is safe and processes are followed appropriately. Staff balance safety with autonomy through reflective practice and ongoing review of risk.



Leadership & Management

Good

The service provider has effective governance arrangements in place, supported by a multi-layered management structure which enables the day-to-day running of the service. The service provider has clear oversight and quality assurance systems which promote a positive and compassionate culture. The RI maintains oversight through regular visits, engagement with people and staff and reflective quality of care reports focused on continuous improvement. Leaders use audits, feedback and learning to strengthen practice, address issues promptly and recognise good performance. Policies and procedures are appropriate to people's needs, well understood by staff and support safeguarding. Risk management arrangements are clear, with contingency plans in place to ensure continuity of care.

People are supported to understand and exercise their rights, including access to independent advocacy when needed. The service works proactively with external agencies, including the Local Authority, which has supported successful transitions into more independent living. Staff have access to a wide range of in-house and specialist training, including epilepsy, PEG and dysphagia, to support people's health and physical needs. This structured training approach strengthens staff competence and ongoing professional development. Staff told us they have good opportunities to develop their knowledge and skills, enabling them to provide consistent support across the service

The service provider demonstrates a strong commitment to maintaining a skilled and supported workforce. All care staff are registered with Social Care Wales, the workforce regulator and meet required qualification standards. We saw effective recruitment and vetting checks for new staff and Disclosure Barring Service (DBS) checks for all staff are renewed in a timely way. Recruitment, induction and development processes are thorough, with new staff receiving comprehensive induction, shadowing and specialist training. Staff told us they feel supported in their roles and benefit from regular supervision and appraisal, structured contracts and a stable working environment, which promotes retention and morale.

Supervision arrangements are not yet consistently embedded across the service. The manager has assured us this will be prioritised to support continued positive outcomes for people. The provider invests in community activities and people told us they are supported to access activities of their choice. The service is needs led not resources led. The manager operates an open-door policy, with people and staff confident to raise concerns. Feedback is gathered to support continuous improvement and timely notifications are made to relevant authorities following significant incidents to safeguard people and maintain service quality.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2026.

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 You must reproduce our material accurately and not use it in a misleading context.