



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Compass Community Care Ltd - W030001598M0010001



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



01352706234



www.compassccl.com

The inspection visit took place on 29/09/2025

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 provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Good



Leadership & Management

Good

Summary:

Compass Community Care Ltd is a not for profit organisation that supports and enables people to live as independently as possible in their home and local community.

Wellbeing is excellent because people have a high level of control on their support and how they live their lives and are fully supported to do so healthily and safely. Staff are passionate and dedicated to ensuring people achieve their outcomes and enjoy the best life possible. They engage in purposeful, exciting activities, enjoy excellent social lives, taking holidays and day trips with friends and following their many interests.

Care and Support is good because people receive quality care and support and achieve their personal outcomes. They have a much better quality of life since receiving support from Compass Community Care; being supported to be more independent, to sustain close relationships, move house, travel abroad and generally enhancing their wellbeing.

Leadership and management is good because the provider has oversight of the service and knows what is working well and where further improvements can be made. The management team all have monitoring responsibilities for various aspects of the operation, and quality assurance processes measure the progress made. Staff have the required expertise and experience to meet

peoples care and support needs and there is good continuity of care. People are happy they are supported by familiar, friendly and competent staff.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives, supported by positive risk management. Records evidence assessments are not rushed, and they contain comprehensive information about the persons preferences, choices and wishes. Communication features as a priority in care planning to ensure a good understanding of the person's outcomes. There is an active offer of the Welsh language with Welsh speaking assessors and bilingual documentation. One client uses an electronic board for communication, and their parent is training staff on its use. A care staff member is learning British sign language. People's privacy and dignity is a focus of care planning and people shared how respectful support staff have put them at ease when providing personal care. A 'Supporting People principles' policy in the staff handbook, ensures staff ask permission to use facilities in people's homes, that people can answer their door and open their own mail if able to do so. People are supported to engage in therapeutic and occupational activities such as volunteer work, art classes and sports groups. Risks are carefully considered so people can take advantage of opportunities and plan for their outcomes knowing they will be safely supported to do so.

There are arrangements in place to keep people safe and protected from abuse and neglect. People feel free to speak out about the service they receive, either as a group or individually. They told us who they would speak to if they were not happy with the service. They told us how they are involved in recruitment of care staff who are going to support them, so they have a choice. The manager shared examples of how the service engages with the local authority when changes are needed to ensure it is in people's best interest. People's rights are protected; they are supported to access correct benefits and health services, to own a car and to vote in elections. They have the same opportunities as their peers.

People using the service are supported to maintain and cultivate safe relationships. Compass Care worked with Social Services to help a couple move in together. People are supported to visit friends, get together for social occasions and go on holiday together. The service arranged a wake for a person who had passed away so that friends, including others using the service, could pay their respects and celebrate the person's life. Parents of people receiving services shared how they are involved in the support, their own views are valued. People enjoy voluntary work; they attend groups to enhance their skills and interests and get fit.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes because care is designed in consultation with them. We viewed personal plans that strongly consider people's wishes, aspirations, risks, and specialist needs. Information and guidance from other professionals are included in these plans which are reviewed every three months or sooner if needs or preferences change. People's skills and strengths are protected and promoted so they remain as independent as possible. People experience good continuity of care, because the same staff have supported them for a long time.

People express happiness and satisfaction with their lives. During a weekly art group at the service's offices, individuals shared positive experiences, including a group holiday to Florida and an upcoming trip to Blackpool. With the service's support, one person had a much-needed operation, achieved enhanced mobility and now enjoys activities aligned with their interests, such as garden shows and sports events. They also achieved their goal of losing weight and are supported in cooking healthy meals and exercising. Another person wanted to enhance their independence; they now require a lot less support. A professional commended the service for reviewing and improving the care staff team and skill mix for one person. They said '*the management team are constantly striving to ensure (the person) is living their best lives*'. Relatives praised the staff for their thoughtful, person-centred care and highlighted the service exceptional efforts, such as facilitating a visit to a relative on the East Coast of England.

People are protected from harm and abuse because staff are led by an established policy on safeguarding. They know what to do if they have any concerns. There is also a whistleblowing policy should they have concerns about other staff, and plenty of opportunity for private conversation with their manager. Additionally, members of the management team meet with people using the service individually and in groups. Allowing them the opportunity to express views about their care.

The service has arrangements in place to ensure people's medication is managed safely. In each person's home, there is a QR code staff must scan to confirm all activities have been completed and medication counts, and security has been checked. Members of the management team visit people to check staff practice in accordance with expectations, and they will check medication management simultaneously. Staff are trained and their competence tested. Infection control procedures are followed and tested during 'spot checks' and use by dates are checked on foods.



The service provider has effective organisational arrangements, governance and oversight to ensure quality care that helps people achieve their outcomes. There are quality checks and assurance processes that help drive continuous service improvement. Every three months, the RI (responsible individual for the service) visits the office and talks to a selection of people using the service to monitor its progress. They also complete a review of the quality of care provided biannually. There is a schedule of audits completed by members of the management team to whom specific quality assurance tasks are designated and there is one staff member responsible for overseeing quality overall. The management team meet regularly to discuss progress and share views and ideas on the direction of the service. People are involved in the development of the service. Following a recent restructure of the management team, people were invited to a meeting in which the management team talked about their roles. There are quarterly service discussion groups to which guest speakers are invited, a recent attendee was someone from the fire service.

Staff are safely recruited following a thorough vetting including checks with the Disclosure and Barring Service and at least two references. People using the service are included on the interview panel and encouraged to ask questions and express their view. Staff must complete an induction process in which they shadow more experienced staff; they must complete their training and have their competence checked before working alone. Training is well-organised, with a combination of online and face-to-face sessions arranged by a dedicated training coordinator and in-house trainer. Staff praise the company for hiring caring individuals and offering career development opportunities.

Staff report feeling highly supported and valued within the service. Recognition for extra effort is common. They have regular one-to-one meetings with the manager for performance appraisals and reflecting on practice and feel very comfortable about expressing their views. Staff appreciate they receive working rotas ahead of time allowing them to manage their home and family responsibilities. Staff wellbeing is supported through signposting to employment services and welfare checks by the employment relations officer during sickness. Staff appreciate all members of the management team have experience as support workers and are still actively involved in front line support. They describe the manager as approachable, passionate and committed to advocacy for people using the service.

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.

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