

Compass Community Care Ltd

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Compass Community Care Ltd

Provider summary

The provider was registered on:	04/01/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Compass identifies staff training needs through appraisals, supervision, client support plans, and new client assessments. Our internal training team delivers most mandatory training, while specialist sessions are sourced through trusted external providers. All new staff complete an induction aligned with the All Wales Induction Framework. Training is monitored through feedback and supervision to support continuous improvement.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Compass recruited staff through online platforms and local networks, using clear, values-based messaging. Robust interviews and vetting ensured suitability. To retain staff, we offered structured inductions, ongoing training, regular supervision, and career development. Staff wellbeing was supported through open communication, flexible working, and recognition. Exit interviews informed improvements.

Regulated services delivered by this provider

Service name	Service type	Type of care
Compass Community Care Ltd -W030001598M0010001	Domiciliary Support Service	None
Compass Community Care Ltd	Domiciliary Support Service	None
Compass Community Care Ltd	Domiciliary Support Service	None

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	04/01/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	• Compass Community Care Ltd is registered to provide a domiciliary support service in North Wales regional partnership area • The responsible individual for this service is Karen Lamb
How many people in total did the service provide care and support to during the last financial year?	54

Service management

Responsible Individual(s)	Karen Lamb
Manager(s)	Sharon Jones

Service contact details

Service Telephone Number	01352706234
Service Contact Email Address	sharonlouisejones@compassccl.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

Service discussion group meetings, Emails, 1-1 meeting
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Compliance and quality statement

Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016. We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.60
The maximum hourly rate payable during the last financial year?	£21.20

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	55
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	4	0
Deputy Manager	7	2
Care Worker	57	14

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	4	0	0
Deputy Manager	7	0	0
Care Worker	51	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	0	6

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	4	0
Deputy Manager	7	0
Care Worker	28	29

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	3	0
Deputy Manager	5	0
Care Worker	26	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	2	2
Care Worker	6	6

Typical shift patterns

Role type	Typical shift patterns
Care Worker	All our services have the following shift patterns this will vary per house per service, Most services cover 24hrs per day this typically would look like the following, 7am - 9am 9am - 4pm 4pm - 11pm Sleeps, there may be multiples of each of these shifts depending on the service.

Service: Compass Community Care Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	04/01/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- Compass Community Care Ltd is registered to provide a domiciliary support service in Gwent regional partnership area - The responsible individual for this service is Louisa Mary Britton
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Louisa Britton
Manager(s)	Marie Humphreys

Service contact details

Service Telephone Number	07891544427
Service Contact Email Address	louisabritton@compassccl.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

Newsletters, emails and 1:1 conversations as required

Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.60
The maximum hourly rate payable during the last financial year?	£14.60

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Deputy Manager	1	0
Care Worker	7	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Deputy Manager	1	0	0
Care Worker	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Deputy Manager	0	0
Care Worker	0	1

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Deputy Manager	1	0
Care Worker	5	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Deputy Manager	1	0
Care Worker	4	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Deputy Manager	0	0
Care Worker	3	3

Typical shift patterns

Role type	Typical shift patterns
Care Worker	7-9am, 9am-11pm sleep, 9am-9pm, 10-4

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	04/01/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	- Compass Community Care Ltd is registered to provide a domiciliary support service in Powys regional partnership area - The responsible individual for this service is Louisa Mary Britton
How many people in total did the service provide care and support to during the last financial year?	62

Service management

Responsible Individual(s)	Louisa Britton
Manager(s)	Marie Humphreys

Service contact details

Service Telephone Number	01686610303
Service Contact Email Address	louisabritton@compassccl.com

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

Newsletters, emails and 1:1 conversations where required
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Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.60
The maximum hourly rate payable during the last financial year?	£21.20

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	5
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	77
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	7	0
Deputy Manager	14	6
Care Worker	118	24

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Working towards all staff completing
Deputy Manager	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	7	0	0
Deputy Manager	14	0	0
Care Worker	108	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	0	10

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	7	0
Deputy Manager	14	0
Care Worker	46	72

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	6	0
Deputy Manager	12	0
Care Worker	87	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	2	2
Care Worker	6	6

Typical shift patterns

Role type	Typical shift patterns
Care Worker	all are services have a varied shift pattern, majority of our services receive 24hr support which includes a sleep night. a typical shift patter could be 7-9am 9am-11pm sleep - this would cover the 24hr support and then additonal targeted support would be on the rota to ensure the right support is allocated at the right time. Target support shifts could be 9-4, 10-3, 5-8 ect. this is driven my the clients request.