

Consensus Community Support Limited

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.

Contents

[Provider: Consensus Community Support Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Consensus Community Support Limited](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

[Service: Consensus community support Limited](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: Consensus Community Support Limited

Provider summary

The provider was registered on:	28/02/2020
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.	<p>We have a robust training development team and system, which provides face to face training, virtual training, workbooks, and external training as and when required, all mandatory training and additional training provided.</p> <p>We have introduced in the last year a new system called MLC . It's important to ensure our staff have the development they need to fulfil their roles, and the correct training opportunities.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>We have explored various avenues to attract appropriate candidates, such as ensuring our career ladder rates are competitive and ensure we implemented pay rates above the RLW.</p> <p>Our robust selection process includes, telephone interview, face to face interview and walk around service, and with the involvement of the people we support during selection process.</p> <p>We have long service awards for staff for staff to recognise commitment to Consensus, this includes additional annual leave entitlement.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Consensus community support Limited	Domiciliary Support Service	None
Consensus Community Support Limited	Domiciliary Support Service	None

Service: Consensus Community Support Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/02/2020
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">Consensus Community Support Limited is registered to provide a domiciliary support service in Gwent regional partnership areaThe responsible individual for this service is Lorraine Shirley Jackson-Hunt.
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Judith Capel-Jarvis

Service contact details

Service Telephone Number	07741241996
Service Contact Email Address	judithcj@consensusupport.com

Languages used at the service

What is the main language through which the service is provided?	Both
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

<p>Consensus holds tenancy meetings, and keyworker meetings to communicate to the people supported on how the service is operating. We have in place a bulletin, with all information that is sent out to the service, to communicate with the people we support so they are involved, and can raise any concerns about the running of the service, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feedback from our surveys, these can be completed anonymously via a link or completed via paper copies.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£1486.33
The maximum hourly rate payable during the last financial year?	£2153.92

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)	23
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	25	0

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
Senior Care Worker	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	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
Senior Care Worker	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	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
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	23	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
Senior Care Worker	0	0
Care Worker	2	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	16	9

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	22	3

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

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	none
Care Worker	none

Service: Consensus community support Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/02/2020
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Consensus Community Support Limited is registered to provide a domiciliary support service in West Wales regional partnership areaThe responsible individual for this service is Lorraine Shirley Jackson-Hunt.
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Judith Capel-Jarvis

Service contact details

Service Telephone Number	07471353888
Service Contact Email Address	judithcj@consensusupport.com

Languages used at the service

What is the main language through which the service is provided?	Both
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

<p>Consensus holds tenancy meetings, and keyworker meetings to communicate to the people supported on how the service is operating. We have in place a bulletin, with all information that is sent out to the service, to communicate with the people we support so they are involved, and can raise any concerns about the running of the service, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feed back from our surveys, this can be provided paper copy, or a link sent to the people supported and can be completed anonymously.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£254.65
The maximum hourly rate payable during the last financial year?	£1389

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)	8
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	5	0

Training undertaken

Induction and Health & Safety

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	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	Not relevant to this staff group
Senior Care Worker	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
Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	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	1	0	0
Senior Care Worker	2	0	0
Care Worker	5	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
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	1
Care Worker	1	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	2	0
Care Worker	4	1

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

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	none
Care Worker	none