

Consensus Support Services 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.

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Provider: Consensus Support Services Limited

Provider summary

The provider was registered on:	28/10/2019
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.	<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 use a 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> <p>We have training opportunities for staff to progress within Consensus.</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
Ashbury House	Care Home Service	Adults Without Nursing
Parklands	Care Home Service	Adults Without Nursing
Pool Cottage	Care Home Service	Adults Without Nursing
The Grange	Care Home Service	Adults Without Nursing
Ty Machen	Care Home Service	Adults and Children Without Nursing
Ty Hendy	Care Home Service	Adults Without Nursing

Service: Ty Hendy

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Maximum number of places	17
Service Conditions	<ul style="list-style-type: none">• A maximum of 17 individuals can be accommodated at this service• Consensus Support Services Ltd is registered to provide a Care Home Service at Ty Hendy, Heol Y Parc, Hendy, Swansea SA4 0XX• The 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?	15

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Kayleigh Williams

Service contact details

Service Telephone Number	01792886520
Service Contact Email Address	kwilliams@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	<ul style="list-style-type: none">• Objects of reference• Total Communication• Social Stories• Writing (Paper / Whiteboards)• Intensive interaction• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)• Lipreading• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 17• Number of bedrooms with en-suite facilities: 17• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 17• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen

- Semi-independent flat
- TV point
- Wheelchair access

Engagement with people using the service

Consensus holds house 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 are sent out via link or paper copies can be given to the supported individuals.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£2261.83
The maximum weekly fee payable during the last financial year?	£7347.99

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)	48
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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	7	0
Care Worker	43	6
Domestic staff	1	0
Other Staff	1	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
Domestic staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Other Staff	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	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	7	0	0
Care Worker	40	0	0
Domestic staff	1	0	0
Other Staff	1	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	3	0
Domestic staff	0	0
Other Staff	0	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	7	0
Care Worker	32	11
Domestic staff	0	1
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Other Staff	0	0

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
Domestic staff	0	0
Other Staff	0	0

Typical shift patterns

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

Service: Ashbury House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service• Consensus Support Services Ltd is registered to provide a Care Home Service at Ashbury House Greenmoor Lane, West End, Magor, Monmouthshire NP26 3JA• The 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?	6

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Christopher Charles

Service contact details

Service Telephone Number	01633881879
Service Contact Email Address	ccharles@consensusupport.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	<ul style="list-style-type: none">• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Lipreading• Social Stories• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access
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Engagement with people using the service

Consensus holds house 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.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1799.62
The maximum weekly fee payable during the last financial year?	£2938.59

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)	18
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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	18	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	15	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	3	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	5	13

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	16	2

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

Service: Ty Machen

Service summary

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	28/10/2019
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service• The 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?	6

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Jamie Hale

Service contact details

Service Telephone Number	01633442020
Service Contact Email Address	manager.tymachen@consensusupport.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	<ul style="list-style-type: none">• Objects of reference• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 5• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access

Engagement with people using the service

Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are al so communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned.
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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 weekly fee payable during the last financial year?	£2787.54
The maximum weekly fee payable during the last financial year?	£6186.95

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)	24
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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	24	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	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

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	1	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	0	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	2	0
Care Worker	17	7

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	21	0

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	3	0

Typical shift patterns

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

Service: Parklands

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">• A maximum of 5 individuals can be accommodated at this service• Consensus Support Services Ltd is registered to provide a Care Home Service at Parklands 9 MONTGOMERY ROAD, NEWPORT NP20 6QE• The 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)	Emma Bilton

Service contact details

Service Telephone Number	01633821860
Service Contact Email Address	ebilton@consensusupport.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	<ul style="list-style-type: none">• Social Stories• Writing (Paper / Whiteboards)• Objects of reference• Non-formal communication (e.g. body language, facial expressions)• Lipreading

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 5• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 5• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• TV point
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Engagement with people using the service

Consensus holds 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
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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.

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 weekly fee payable during the last financial year?	£2267.10
The maximum weekly fee payable during the last financial year?	£3374.33

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)	12
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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	14	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	13	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	1	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	2	0
Care Worker	10	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	12	2

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

Service: Pool Cottage

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Maximum number of places	8
Service Conditions	<ul style="list-style-type: none">• A maximum of 8 individuals can be accommodated at this service• Consensus Support Services Ltd is registered to provide a Care Home Service at Pool Cottage, POOLHEAD, WILCRICK LANE, CALDICOT NP26 3DA• The 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?	7

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Andrea Nash

Service contact details

Service Telephone Number	01633412653
Service Contact Email Address	anash@consensusupport.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	<ul style="list-style-type: none">• Intensive interaction• Lipreading• Objects of reference• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Garden(s)• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 8• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 8• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access

Engagement with people using the service

Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication
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throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also if any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned.

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 weekly fee payable during the last financial year?	£2175.23
The maximum weekly fee payable during the last financial year?	£2818.39

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)	14
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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	3	0
Care Worker	13	2

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	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

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	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
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	13	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	0	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	2	1
Care Worker	7	6

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	10	0

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	3	0

Typical shift patterns

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

Service: The Grange

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service• Consensus Support Services Ltd is registered to provide a Care Home Service at The Grange, Lime Grove Avenue, Carmarthen SA31 1SN• The 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?	6

Service management

Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Monica Airnei

Service contact details

Service Telephone Number	01267226920
Service Contact Email Address	mairnei@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	<ul style="list-style-type: none">• Total Communication• Social Stories• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Lipreading• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 6• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access
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Engagement with people using the service

Consensus holds 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.

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 weekly fee payable during the last financial year?	£3033.31
The maximum weekly fee payable during the last financial year?	£5004.47

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)	26
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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	3	0
Care Worker	23	1
Domestic staff	1	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
Domestic staff	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
Domestic staff	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
Domestic staff	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
Domestic staff	All staff have completed	Not relevant to this staff group

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	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	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	21	0	0
Domestic staff	1	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
Domestic staff	0	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	3	0
Care Worker	19	4
Domestic staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0

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
Domestic staff	0	0

Typical shift patterns

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