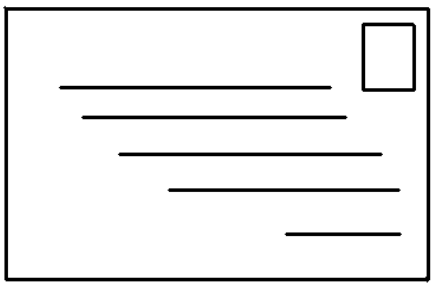
What we think about

Exceed Support Services Ltd

Easy read report



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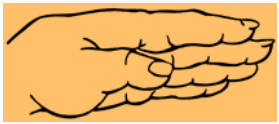
About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service

Exceed Support Services Ltd is a domiciliary care and supported livng service. When we visited, two residents were being supported by the service.

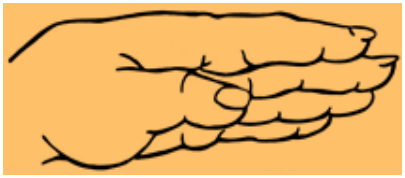
We checked this service on:

23 December 2019 and 31 December 2019

What we think about this service

Across all the areas we checked, we think this service is **good**

1. Is the service safe?



For the question, ‘Is the service safe?’, we think the service **requires improvement**

The service did not always carry out risk assessments for new staff when needed.

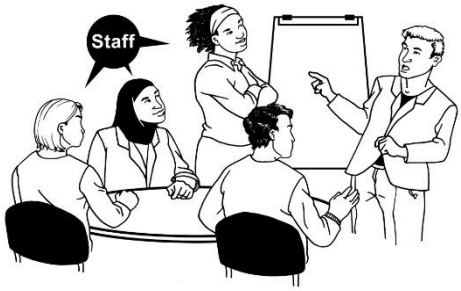
Staff knew how to keep people safe from harm.

Staff knew how to keep people safe from infection.

Staff helped people with their medicines safely.

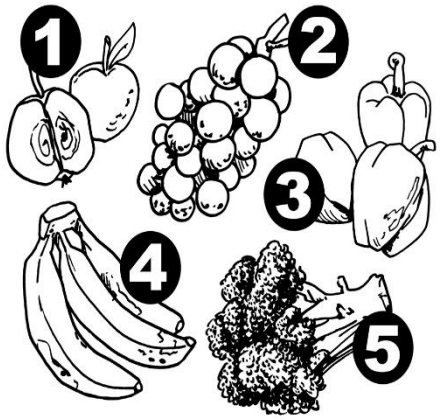
2. Is the service effective?

For the question, ‘Is the service effective?’, we think the service is **good**



Staff said they were well trained and supported at work.

People’s needs were assessed, care plans were reviewed and up to date and people were involved in making them.

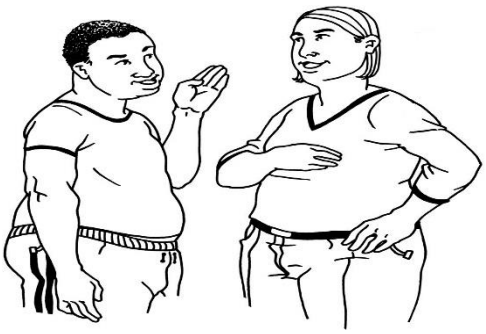


People were supported with their meals and provided choices.

Staff helped people access health services, such as the doctor.

3. Is the service caring?

For the question, ‘Is the service caring?’, we think the service is **good**



People told us staff were kind and caring.

Staff helped people make their own choices about their care.

Staff respected people’s privacy and dignity.

Staff know people well and help them to be **independent** (when you do not need to rely on another or others for help or support), and to live fulfilled lives.

4. Is the service responsive?

For the question, ‘Is the service responsive?’, we think the service is **good**

People’s care plans were personalised and had information about what they like to do and what is important to them.

Staff made sure people could understand information about their care.

People were supported to attend activities important to them.

People and their families felt they could talk to staff about any concerns and they would be listened to.

Staff helped people stay in touch with their families and friends.

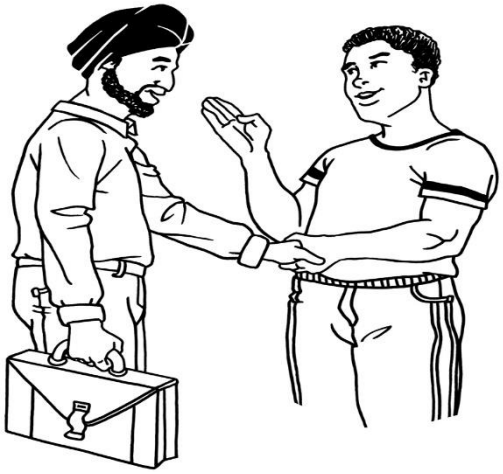
5. Is the service well-led?

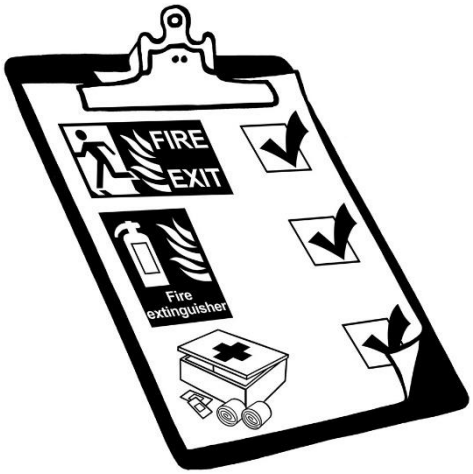
For the question, ‘Is the service well-led?’, we think the service is **good**

The service knew it was important to involve people and staff in improving things.

Staff were supported to learn and receive training.

The manager checked that the service worked well.





The manager worked well with other professionals outside the home to make sure that people had good care.

The manager looked at ways to improve the service to support people better.

What happens next?

We have not asked this service to make any changes, but we will go back to check this again in the future.

Getting in contact with us

If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

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Email: **enquiries@cqc.org.uk**