What we think about

Aitch Care Homes (London) Limited

Fleetwood House

Easy read report summary

Please print each page on one side of paper

Address:

9 Maltravers Drive

Littlehampton

West Sussex

BN17 5EY

Telephone number:

01903733750

Website:

www.achievetogether.co.uk

This service is a care home for people with learning disabilities and autistic people. 11 people can live here.

About the Care Quality Commission

The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

What we think about this service

We checked this service on

26 February 2020

27 February 2020

We think this service is good.

1. Is the service safe?

For the question, ‘Is the service safe?’, we think the service is good.

People were supported by enough staff.

People told us they felt safe because staff knew how to keep them safe from danger.

People got their medicine and tablets safely.

2. Is the service effective?

For the question, ‘Is the service effective?’, which means does it do its job well, we think the service is good.

People were asked about how they wanted to be supported.

People got medical help when they needed it.

Staff had the right skills and training to support people.

People went to the shop to buy the ingredients for meals they had planned together.

3. Is the service caring?

For the question, ‘Is the service caring?’, which means does it support and respect people, we think the service is outstanding (meaning very good).

People were supported by staff who respected their choices.

People have their own space and staff respect this.

People could do things by themselves if they wanted to.

4. Is the service responsive?

For the question, ‘Is the service responsive?’, which means does it meet people’s needs, we think the service is good.

People, and the people important to them like their family, were included in planning their own care.

People got **person-centred** care, because staff knew how they wanted their care to be given.

Staff listened to people if they wanted to talk or complain about something.

People could make choices about their end of life care.

5. Is the service well-led?

For the question, ‘Is the service well-led?’, which means do managers run the service well, we think the service is good.

People knew who was in charge of the service.

The manager listened to people and staff.

The manager made regular checks to make sure people are kept safe.

People had meetings with staff to talk about how their support can get better.

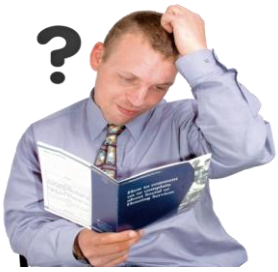
The service worked well with other organisations.

What happens next?

We have not asked this service to make any changes.

We will go back to check this service again.

How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

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

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