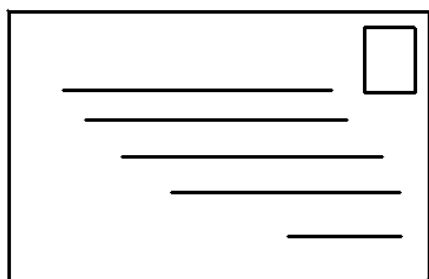


# What we think about

## March Supported Living Scheme

### Easy read report



Telephone number

Address:

20 Alder Close  
March  
Cambridgeshire  
PE15 8PYC

Phone:

01354 654146

# 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).

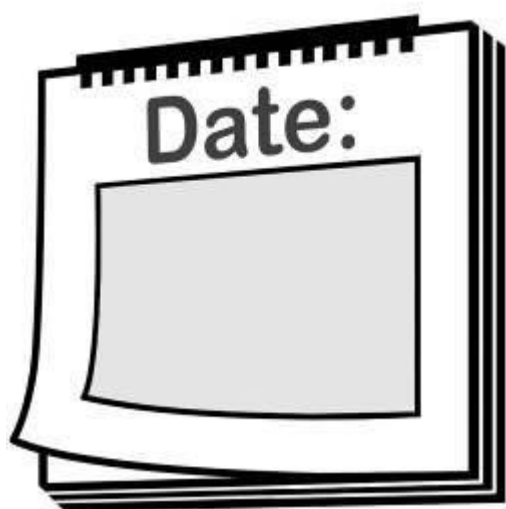
## About this service



March Supported Living Scheme is a service that supports people to live in their own home.

It provides a service to younger adults, older people, people with autism or learning difficulties and people with physical disabilities.

When we visited there were 18 people using the service.



**We checked this service on:**

4 October 2018

## 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 is **good**



Staff knew how to keep people safe from harm. Rules were in place to protect people from being abused and keep people safe.



Staff knew how to keep people's rooms and communal areas clean.



Staff knew how to give people their medicine safely.



Checks were in place to make sure that people's home was safe.

## 2. Is the service effective?



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



We saw that people were asked if they agreed with decisions about their care.



Staff talked to doctors to make sure people got medical help when they needed it.



The Deprivation of Liberty Safeguards are part of the Mental Capacity Act 2005. This law says what must happen if a person cannot make decisions for themselves. Staff made decisions that were in people's best interests

### 3. Is the service caring?



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



Staff gave people enough privacy.



People were supported to see their friends and family.





Staff included people with their care needs.

## 4. Is the service responsive?



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

People could choose what activities they wanted to do.

People were always helped to keep in touch with their families.



Staff listened to what people said and acted upon their wishes.



People were supported to access activities they enjoyed.

## 5. Is the service well-led?



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



Staff had meetings every month to talk about how things at the service could improve.



Staff are supported to learn and receive training to help people live their lives in a normal a way as possible.



People told us that the places they lived were well run.



People had a say in how the place they lived was run.



People's personal information was kept safely.

## 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:

Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**