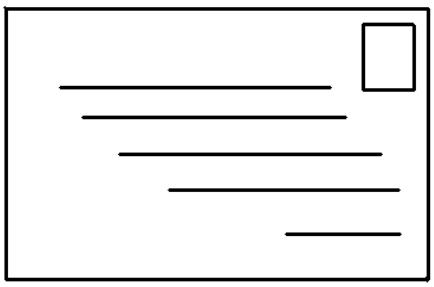
What we think about The Cygnet

Easy read report



Address:

The Cygnet

Bonds Mill

Bristol Road

Stonehouse

Gloucestershire

GL10 3RF

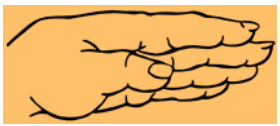
Phone: 01453827978

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:

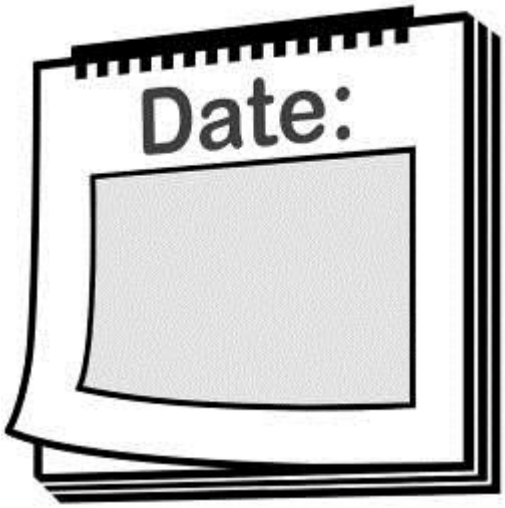
- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).



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



The Cygnet is a is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community. It provides a service to younger adults and children. The service was supporting 5 people in their own accommodation at the time of our inspection.

We checked this service on:

29 March & 4 & 6 April 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.

Staff knew how to give people their medicine safely.

2. Is the service effective?

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

Staff are supported to learn and receive training.

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

3. Is the service caring?

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

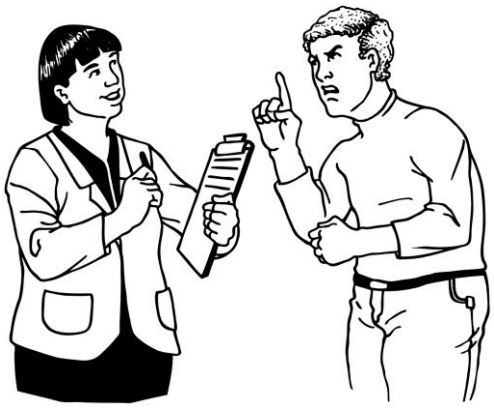
Staff gave people enough privacy.

People had good relationships with the staff team.

4. Is the service responsive?

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

People were able to choose what activities they wanted to do.

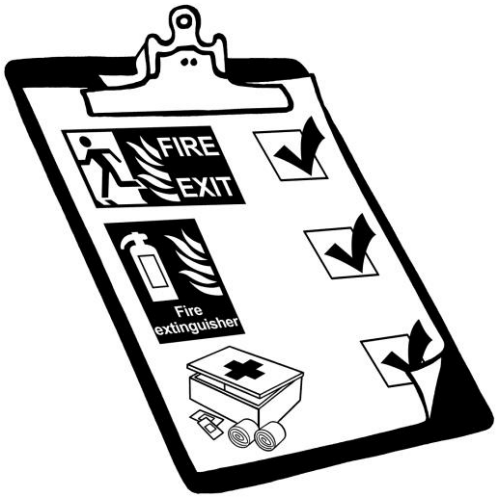


Complaints were listened to.

5. Is the service well-led?

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

The manager was available to speak with people.



Checks were made on the service.

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**