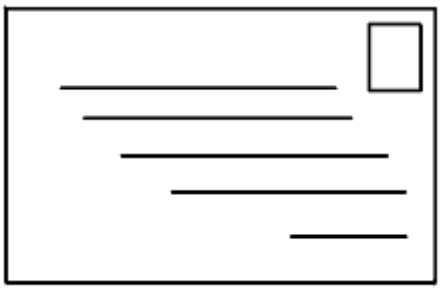
What we think about Affinity Trust - Domiciliary Care Agency – South

Easy read report



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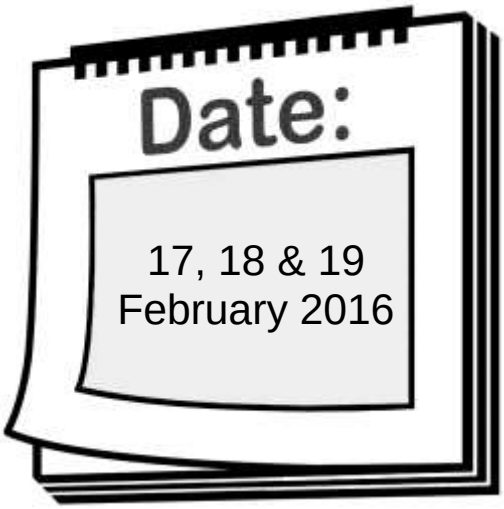


Date we did the inspection:

17, 18 and 19 February 2016

Affinity Trust - Domiciliary Care Agency – South provides care and support for people in their own homes with learning disabilities, and /or autistic spectrum disorder and/or physical disabilities. When we inspected, they supported 55 people.

Introduction

The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.

We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.

Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.

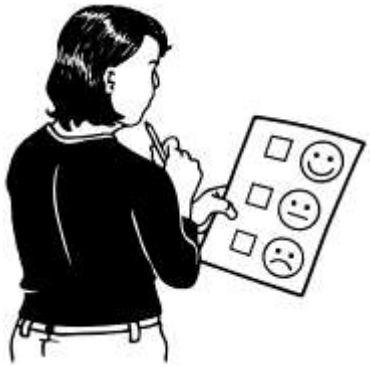
	How we checked Affinity Trust - Domiciliary Care Agency – South.
	We asked people and their supporters for their views.
	We asked staff and managers for their views.
	We looked at policies, records and care plans.

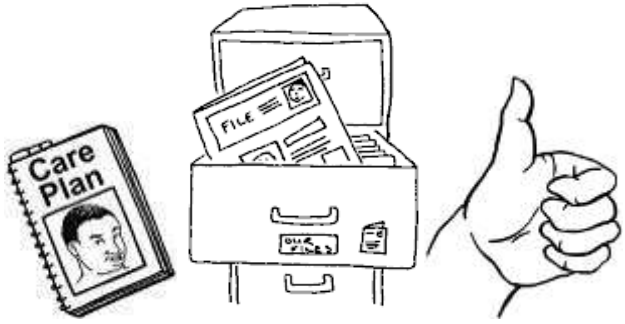
We watched to see how staff treated people using the service.

We thought about what we learnt.

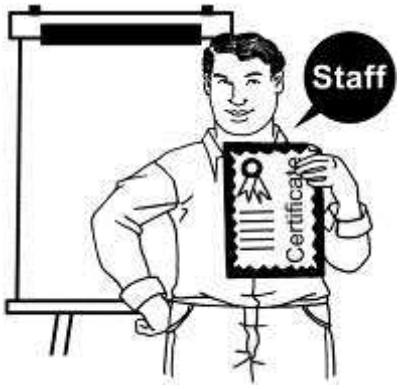
We decided what Affinity Trust - Domiciliary Care Agency – South was doing right and what it was not doing well.

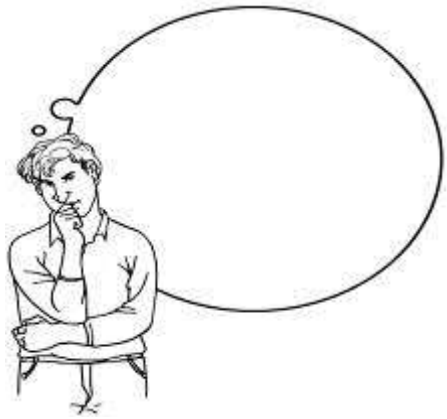
What we found out about Affinity Trust - Domiciliary Care Agency – South	
	What they were doing right at Affinity Trust - Domiciliary Care Agency – South.
	The person and people important to them are asked what they think.
	Affinity Trust - Domiciliary Care Agency – South gives people information about what it is like to be supported in a way they understand.

  	Staff listen to what people say about the care they get.
	People were given support to eat healthy food they wanted.
	People got the help they needed to learn how to be independent and care for themselves.

	People's support plans and other records were up to date.
	People got support to see the doctor and other people they need to see.
	People were helped to take their medications.

	Staff helped make people feel safe.
	People know who to tell if they don't feel safe.
	People got the right care and support in a safe way.

	Staff get training to make sure they meet people's needs in the best way.
	The owner checked all staff Affinity Trust - Domiciliary Care Agency – South.
	The owner often checked Affinity Trust - Domiciliary Care Agency – South to make sure care was good and people were safe.



What will happen next

Affinity Trust - Domiciliary Care Agency – South is meeting the government standards about quality and safety. 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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