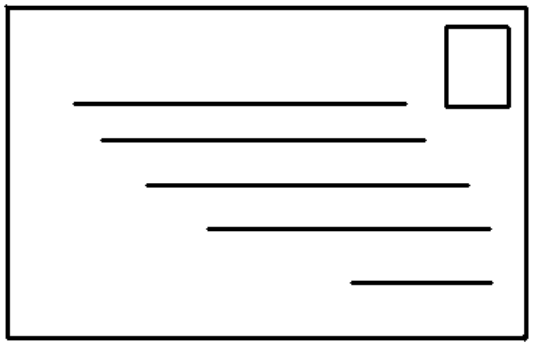
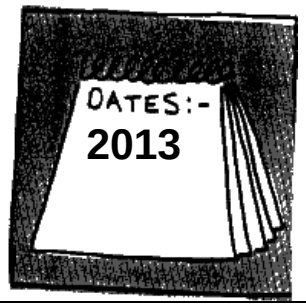
What we think about

United Response Domiciliary Care Agency – West Sussex
Easy read report

	**Address:** 43 Spring Plat, Pound Hill, Crawley, RH10 7DG
	**Date of inspection:** 22 January 2013
	United Response Domiciliary Care Agency (DCA) gives support to people with a learning disability in their own homes.

If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61**

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

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 United Response DCA – West Sussex

We visited United Response DCA – West Sussex on 22 January 2013.

We looked at the care records of people who use the service.

We watched to see how people were being cared for.

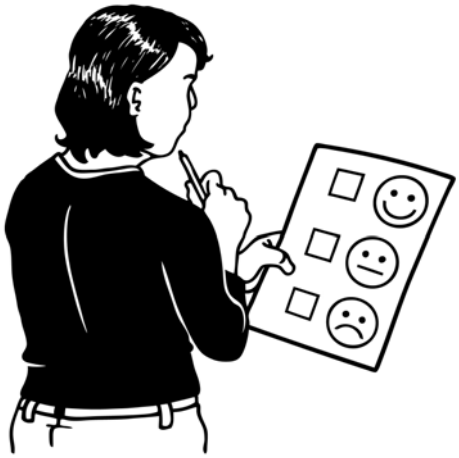
	We talked with people who use the service.
	We talked with staff.
	We thought about what we learnt. We decided what United Response DCA – West Sussex was doing right and if there was anything it was not doing right.

What we found out about United Response DCA – West Sussex

What they were doing right at United Response DCA – West Sussex

People are asked what help and support they need from the beginning. Staff knew what people liked.

People got the care, treatment and support that met their needs and looked after their rights.

	People had care plans that had lots of good information, like who their family and doctor are.
	People were kept safe from abuse. Staff knew what to do if they thought people were not safe.
	Staff were supported with the right training to give people good care.
	There was a good systems in place to find out what people using the services and their families and carers thought of United Response DCA.

	What will happen next
	United Response DCA – West Sussex was meeting the standards of quality and safety which we checked. We will go back to check this in the future.