What we think about Creative Support - Northampton Services

Easy read report summary

Please print each page on one side of paper

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This service is a domiciliary care service providing the regulated activity of personal care in people's own homes and supported living settings.

At the time of our inspection 2 people were receiving personal care in their own homes and 3 people were receiving personal care in a supported living setting.

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 **14 and 16 November 2022**

We think this service is good.

1. Is the service safe?

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

People were always 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.

3. Is the service caring?

For the question, ‘Is the service caring?’, which means does it support and respect people, we think this service is good.

People were supported by staff who respected their choices.

People had their own space and staff respected this.

People could do things by themselves if they wanted to.

People were supported to spend time with people like friends and families.

People were helped to speak up for themselves using an advocate.

4. Is the service responsive?

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

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

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

People were supported to be independent, learn new skills and follow their hobbies and interests.

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 this 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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