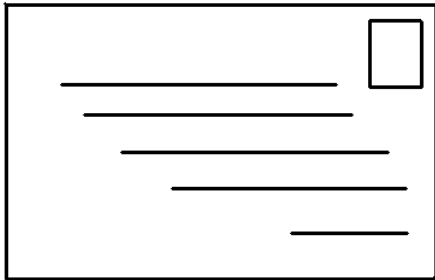


# What we think about Independent Living Services (EM) Limited

## Easy read report



**Address:**

1 Foxglove

Amington

Tamworth

B77 4HY

**Phone: 01827 769424**



**Date we did the inspection:**

7 March 2017



Independent Living Services(EM)  
Limited provides care and support  
for 3 people with a learning disability.  
At the time of our inspection there  
were 3 people living there.





## About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by Independent Living Services (EM) Limited is safe, gives good results, caring, meets people's needs, and is managed well.

Here is what we found.



We ask five questions about services and this is what we found



**Is the service safe?**



We gave this service a score of 'good'.



Staff knew how to keep people safe from harm.



Staff helped people to take their medicine and stored it safely.



**Does the service give good results?**



We gave this service a score of 'good'.



We saw that staff had good training to make sure that they knew how to so support people well.



People got medical help when they needed it.



**Is the service caring?**



We gave this service a score of 'good'.



People were supported by staff that cared about them and respected them.



Staff respected people's privacy



**Does the service meet people's needs?**

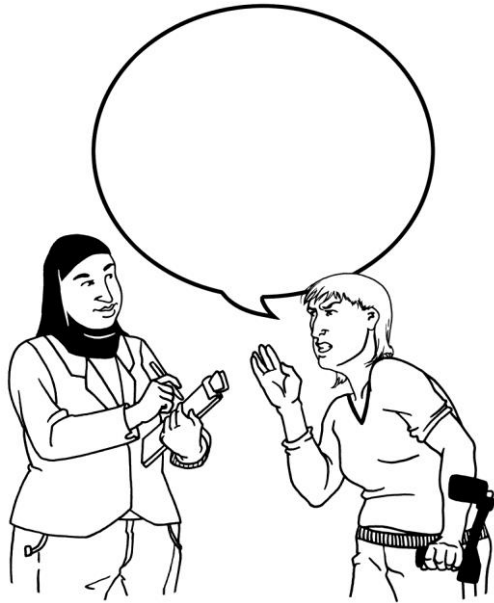


We gave this service a score of 'good'.



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





People knew how to make a complaint if they were unhappy.



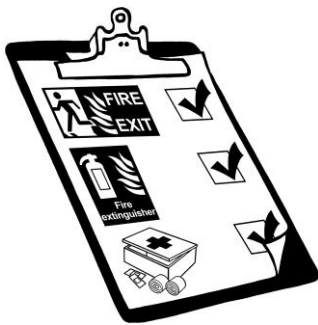
**Is the service managed well?**



We gave this service a score of 'good'.



People were asked for their views of the service



The registered manager checked that the home was safe and that people were well looked after.

## 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)**