


# What we think about Avocet Trust Domiciliary Care Service

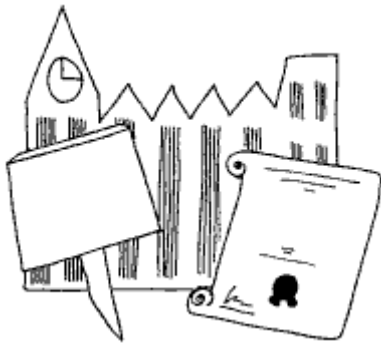
Easy read report

<h2>Avocet Trust Domiciliary Care Service</h2> <h3>Avocet Trust</h3>	
<p><b>Region:</b></p>	<p>Hull, North &amp; North East Lincs</p>
<p><b>Location address:</b></p>	<p>Clarence House 60-62 Clarence Street Hull HU9 1DN</p>
<p><b>Type of service:</b></p>	<p>Social Care Organisation</p>
<p><b>Date the review was completed:</b></p>	<p>18/06/2014</p>
<p><b>Overview of the service:</b></p> 	<p>Avocet Trust Domiciliary Care Service is a domiciliary care agency registered to provide personal care in Kingston upon Hull.</p> <p>The agency is registered to provide care for people in the community who may have learning disabilities, autistic spectrum disorder, a physical disability or a sensory impairment.</p>

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** or Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

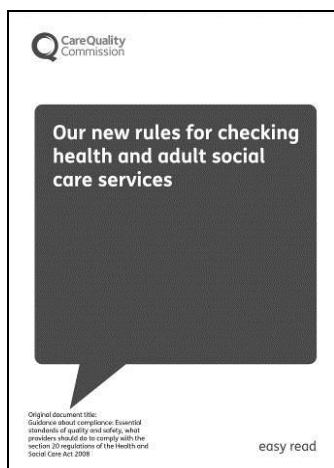
# Introduction



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.



We register services that meet the standards.

We check services keep doing things right so people feel safe.

# How we checked if Avocet Trust Domiciliary Care Service was doing things right



We asked people and their supporters for their views.



We asked people who know the service, such as the local authority commissioning team, what they thought.



We asked staff for their views.



We read some records.



We thought about what we learnt.

We decided what Avocet Trust  
Domiciliary Care Service was  
doing right and what it was not  
doing well.

# What we found out about Avocet Trust Domiciliary Care Service



## What they were doing right at Avocet Trust Domiciliary Care Service



People were respected and involved in making decisions about their lives.



Staff new how to support people and have information about the people who used the service.



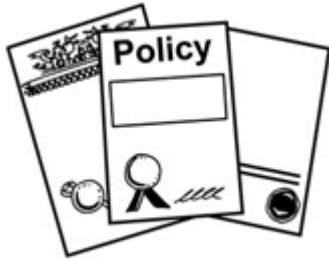
Staff made sure that people were safe.



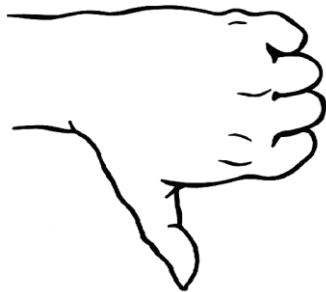
People were asked what they liked to do and make choices about their lives.



Staff were trained well so they know how to look after people.



The manager and staff checked to make sure care was good and safe.



**What Avocet Trust Domiciliary Care Service was not doing well**




We did not have any concerns about people who used this service.

## What some words and pictures mean

Owner	The person or organisation that owns the service.
Staff	People who work at the service and help people who use it.
Essential standards	The most important rules about



	<p>how a service should keep people safe and meet their needs.</p>
 An illustration of a man in a light-colored short-sleeved shirt and dark trousers, pointing his right index finger towards a large document titled 'Health Care Plan'. The document is tilted and features a small portrait of a person's face. The text 'Health Care Plan' is written in bold on the document.	<p>People should have a written plan about how they will stay healthy.</p>