What we think about

Everycare (Medway & Swale) Ltd

Everycare (Medway/Swale) Limited

Easy read report

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

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people’s needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).
About this service

Everycare (Medway/Swale) Limited provides care services from an office in Rochester to people in their own homes.

The care provided was tailored to people’s needs to ensure people were able to maintain their health and wellbeing or develop their maintain their independence.

The care and support people needed ranged from a few hours a week to more intensive 24-hour support packages.

We checked this service on:
28 February & 01 March 2017

What we think about this service

Overall we think this service is GOOD.
1. Is the service safe?

For the question, ‘Is the service safe?’, we think the service is **GOOD**.

Staff knew how to keep people safe from harm. People felt safe with staff.
2. Is the service effective?

For the question, ‘Is the service effective?,’ we think the service is **GOOD**.

We saw that staff tried to understand if people agreed with decisions about their care.

People’s care was individualised to their needs. Staff assisted people to manage their health and wellbeing.
3. Is the service caring?

For the question, ‘Is the service caring?,’ we think the service is GOOD.

People indicated to us they were respected by staff, had their own private spaces and were involved as much as possible in the planning of their care.

People were able to choose different lifestyles and try different things. People’s right to be independent was respected.
4. Is the service responsive?

For the question, ‘Is the service responsive?’, we think the service is **GOOD**.

People were able to choose what activities they wanted to do.
People could stay in touch with friends and meet people in their local community.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think the service is **GOOD**.

Staff and people using the service had meetings to talk about how things at the service could improve.

Staff are supported to learn and receive training. The provider of the service promoted a culture that helped people develop.
What happens next?

We will go back to check this service 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