What we think about
Uxbridge Road
Easy read report

Address:
Uxbridge Road
623 Uxbridge Road
Hayes
Middlesex
UB4 8HR

Phone:
0208 848 0869
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

Uxbridge Road is a supported living service. When we visited, 8 people with a range of learning and physical disabilities were living at Uxbridge Road.

We checked this service on:
28 and 29 June 2016

What we think about this service

Across all the areas we checked, we think this service is good
1. Is the service safe?

For the question, ‘Is the service safe?’, we think the service **requires improvement**

There was a plan to manage identified risks but these needed to let staff know people’s current needs.

The manager and staff carried out checks in the home but these all needed to be recorded so that any problems could be sorted out.

Staff knew how to keep people safe from harm.
Staff knew how to give people their medicine safely.

There were enough staff to support people.
2. Is the service effective?

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

We saw that people were asked if they agreed with decisions about their care.

Staff talked to doctors to make sure people got medical help when they needed it.

Staff had the training they needed to support people.
3. Is the service caring?

For the question, ‘Is the service caring?’, we think the service is **good**

- Staff gave people enough privacy.
- Staff helped people make choices.
- People were able to or supported to choose where to go.
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 were involved in how they wanted to be supported.
People were helped to keep in touch with their families.

Staff listened to people if they had a complaint.
5. Is the service well-led?

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

Staff carried out checks in the service to make improvements.

Staff and people living in the service could talk with the manager.
People’s views were obtained about the service.
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