What we think about
Tameside Link
Easy read report

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About the Care Quality Commission

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

Tameside Link is a service which helps people live in their own homes. When we visited 13 people with learning disabilities were being helped by the service.

We checked this service on:

29 September 2016
10 October 2016

What we think about this service

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

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

Staff had not received up to date training to keep people safe from harm.

When people had an accident they were not looked at by the manager to see if anything could be done to stop it happening again.

Staff were not giving people their medicines in a way which was safe.
2. Is the service effective?

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

Staff training was not up to date.

The inspector found staff had not properly worked out if people could make their own decisions.

We saw that sometimes people were not asked if they agreed with decisions about their care.
3. Is the service caring?

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

Staff gave people enough privacy.

People were not involved in planning their own care.

People were able to choose where to go if they wanted to be on their own.
4. Is the service responsive?

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

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

People’s care plans were not up to date or accurate. They did not always tell staff how to care for people.
5. Is the service well-led?

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

The manager did not always ask questions to check to see if the service was good.

Improvements needed to be carried out to the service.

The service did not always tell the Care Quality Commission about things which had happened in the service.
What happens next?

We are taking more action against this service to keep people who use it safe.

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