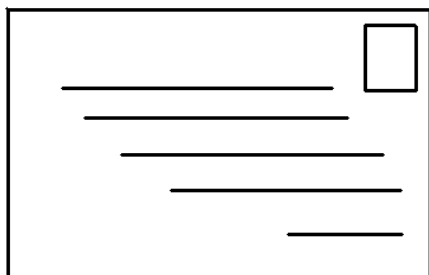


What we think about Independent Support

Easy read report



Address:

6 Remer Street

Stoke on Trent

Staffordshire

ST6 2JP

Phone:

01782 437790

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).

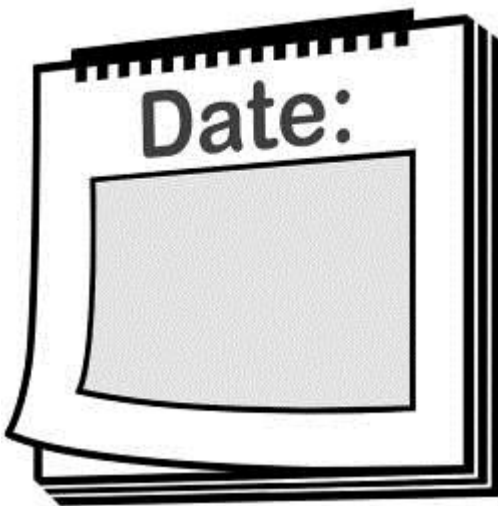
We then give the service ratings (or scores) of:

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

About this service



Independent Support provide support to people in their own homes. When we visited eight people were using the service.



We checked this service on:

3 November 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 is **good**



Staff knew how to keep people safe from harm.

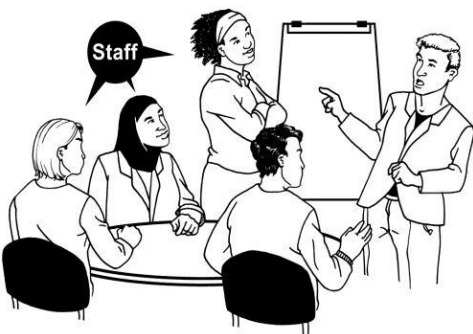


Staff knew how to give people their medicine safely.



There were enough staff to keep people safe.

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.

People were supported by staff who were trained.

3. Is the service caring?



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



Staff gave people enough privacy.



People were able to choose what they wanted to do.



Staff were kind when supporting people.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service **requires improvement.**



People sometimes had to wait for staff to arrive.



People knew how to make a complaint. Some people felt that they were not listened to when they were unhappy.



Staff helped people to learn how to do things for themselves.

5. Is the service well-led?



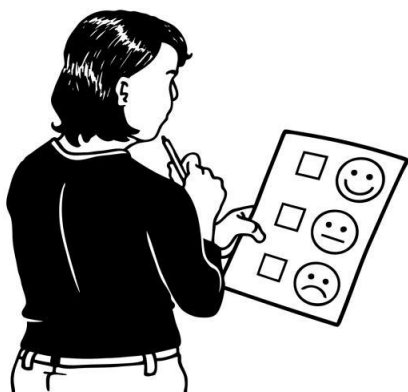
For the question, 'Is the service well-led?', we think the service is **good**



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



Staff were supported to learn and receive training.



The manager checked the quality of the home.

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:

Care Quality Commission
(Central Region)

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Phone: **03000 61 61 61**

Email: **enquiries@ccq.org.uk**

