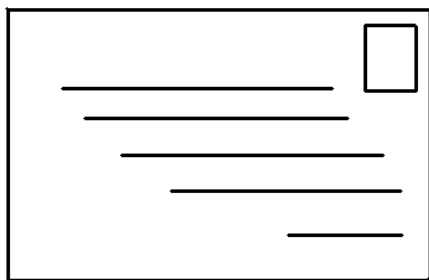


# What we think about Orchards Trust DCA

## 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).

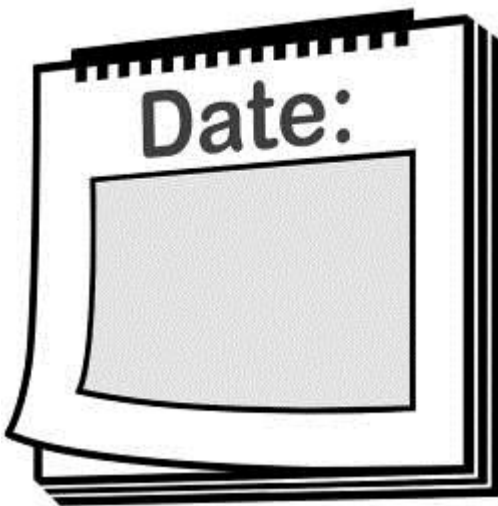
## About this service



Orchard Trust DCA provides personal care to men and women who have a learning disability living in their own homes in Gloucestershire.

### We checked this service on:

13 and 14 September 2016



## What we think about this service



Across all the areas we checked, we think this service is **good**

## 1. Is the service safe?



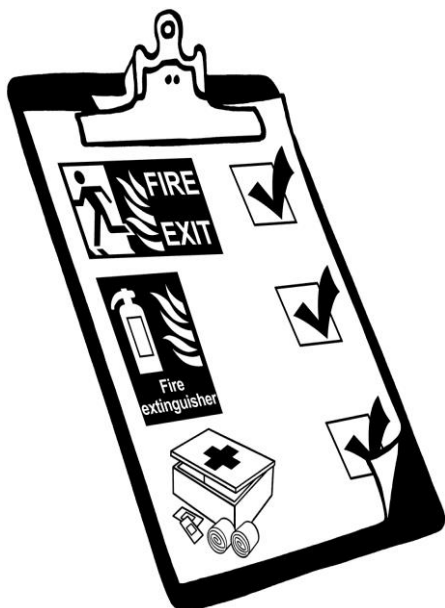
For the question, 'Is the service safe?', we think the service is **good**



Staff talked with people about how to stay safe from harm.



There were enough staff to meet people's needs.



People talked with staff about any risks to them and how to prevent injury.



People managed their own medicines.

## 2. Is the service effective?



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



People directed their care and support.



People had medical help when needed.



Staff had access to training and support.



### 3. Is the service caring?



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



Staff respected people's privacy.

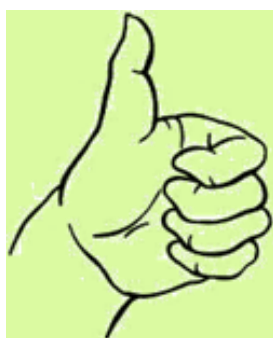


People chose how to spend their time and if they needed staff to help them.



People were involved in developing their care and support.

## 4. Is the service responsive?



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



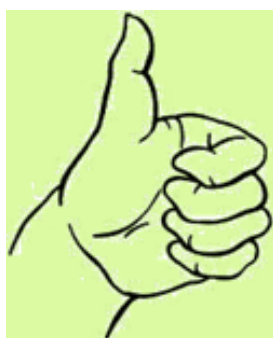
People chose what activities they wanted to do and what help they needed to do these.



People talked to staff about any changes to their care and support.

People raised issues as they arose.

## 5. Is the service well-led?



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



People, staff and their relatives gave feedback about the service as part of the quality assurance.



Management was open,  
accessible and supportive.



People's views were sought to  
improve the service they  
received.

## 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](mailto:enquiries@cqc.org.uk)