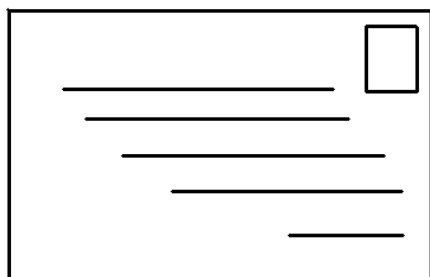


What we think about

United Response- Leeds- Harrogate 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:

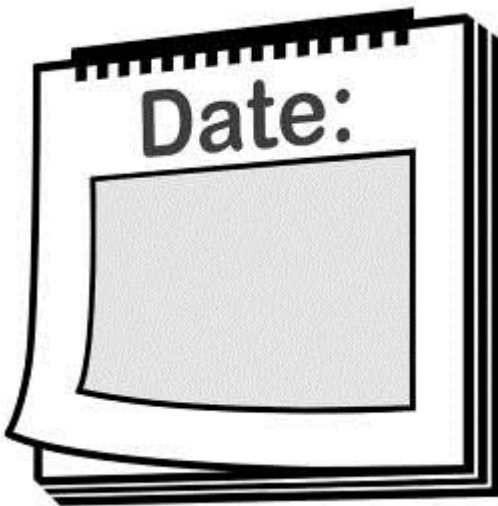
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Specialised Supported Living Service is service where personal care is provided in peoples own homes.

When we visited 89 people were supported in their own home by the service.



We checked this service on:

4, 5 and 6 December 2017 and 1 and 2 February 2018.

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 understood how to support people who felt upset. This helped people enjoy life better.

Staff and people talked about how to keep everyone safe.

People were supported with their medicines safely.

2. Is the service effective?



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



Staff knew how to support people well so they were safe.



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



Staff had the training they needed to support people well.

3. Is the service caring?



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



Staff knew people very well and made sure they had private and dignified support.



Staff knew the best way to help people communicate and make their own choices.



Staff ensured people; their relatives and sometimes advocates were able to speak up. This meant people received support how they wanted it.

4. Is the service responsive?



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

Outstanding.

People chose what activities they did and they told us they really enjoyed them.

People were always helped to keep in touch with their families.

People were always listened to when they had concerns about their support and action was taken to improve.

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.

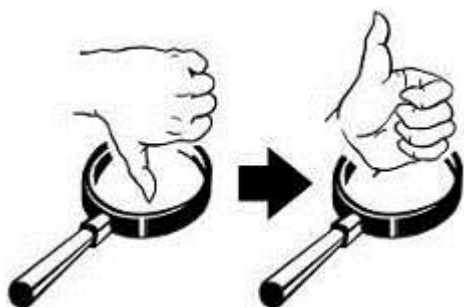


Managers checked people had a good service.



The managers were very good at listening to people to help improve the service for them.

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

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**