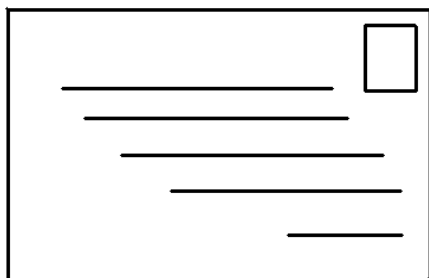


What we think about Turning Point – Kent DCA

Easy read report



Address:

Turning Point – Kent DCA
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Business Park
Broadstairs
CT10 2QQ

Phone:

07891545725

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).

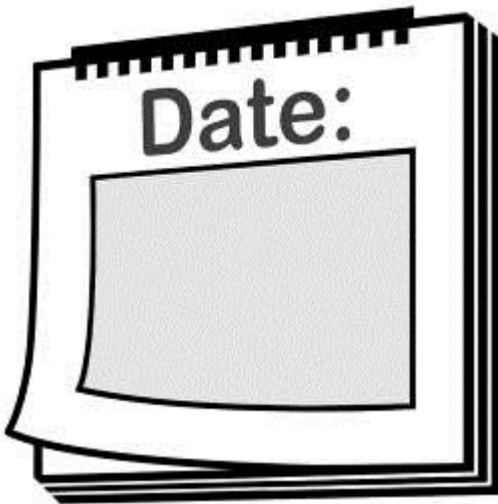
We then give the service ratings (or scores) of:

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

About this service



Turning Point – Kent DCA is domiciliary care agency that provides support to people with learning disabilities in their own homes. When we visited 25 people were using the service.



We checked this service on:

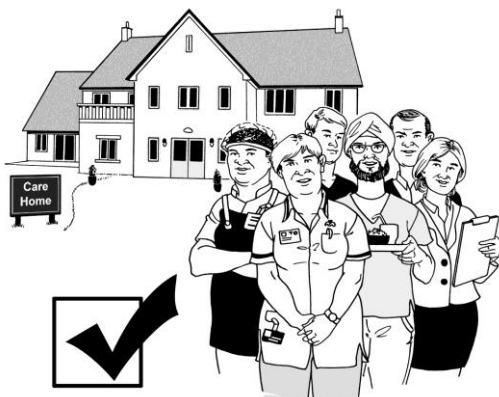
20 December 2016

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.

There was enough staff to keep people safe.

Staff knew how to give people their medicine safely.



Risks relating to people's care and support were managed well.

2. Is the service effective?



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



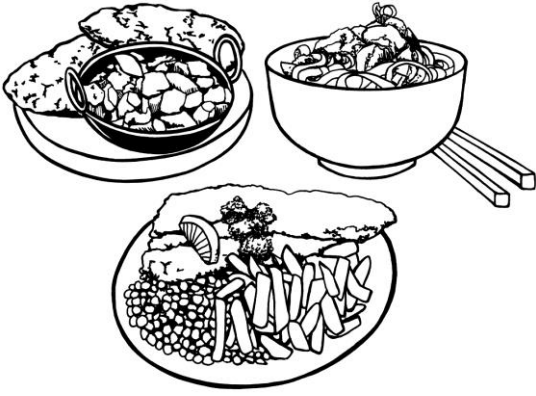
People were supported to make choices whenever they could.



Staff had the training they needed to support people properly.



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



People were supported to eat and drink safely.

3. Is the service caring?



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



Staff knew how to communicate with people in a way they understood.



Staff were kind and caring



People were encouraged to be as independent as possible

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 had been supported to go on holiday.

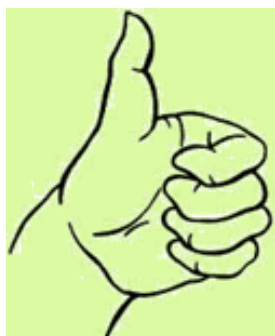


Staff regularly updated people's care plans.



The registered manager looked into any complaints and they were dealt with fully.

5. Is the service well-led?



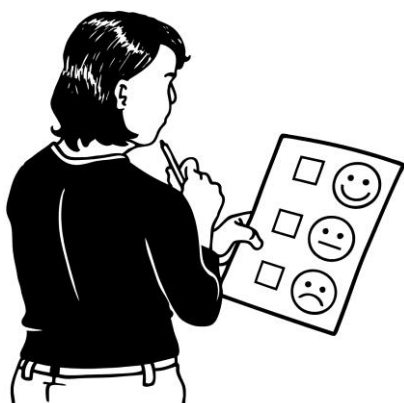
For the question, 'Is the service well-led?', we think the service is **good**



The service was well managed.



Staff were aware of the provider's values to provide person centred care.



The registered manager made regular checks to ensure people received the care they needed.

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**