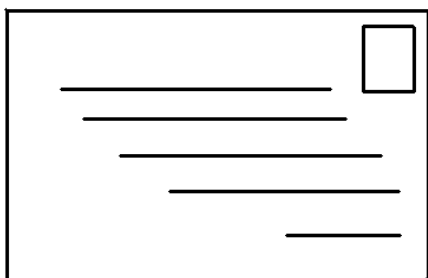


What we think about
Creative Support Limited
Delos Willowtree
House
(Creative Support)
Easy read report



Address:

7 Poplar Street

Wellingborough

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NN8 4PL

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01933 222452

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:

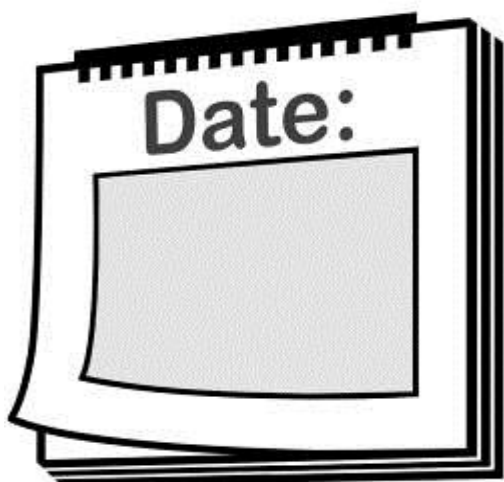
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Delos – Willowtree House (Creative Support) is a care home that can provide care for people with a learning disability and autism.

At the time of the inspection there were 5 people using the service.



We checked this service on:

11 July 2017 the inspection was unannounced and completed by one inspector.

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 available to support people.



Checks were carried out on new staff to make sure they were suitable to work at the service.



Staff knew how to give people their medicine safely.

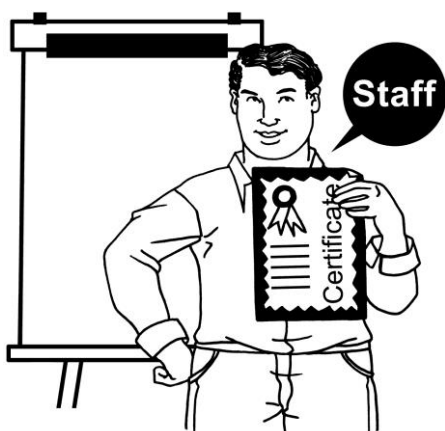
2. Is the service effective?



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



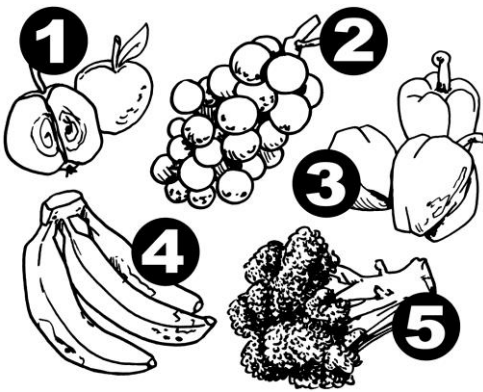
People were asked if they agreed with decisions about their care.



Staff were supported to learn and receive training.



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



People had a choice of healthy meals and snacks.

3. Is the service caring?



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



People and staff had very good relationships.



People were able to choose where to go if they wanted to be on their own.



Advocacy services were available for people to use.



Staff gave people enough privacy.

4. Is the service responsive?



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



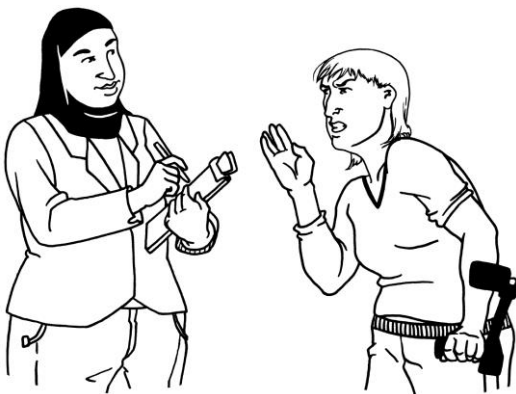
People had individual care plans in place.



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



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



People were supported to make a complaint.

5. Is the service well-led?



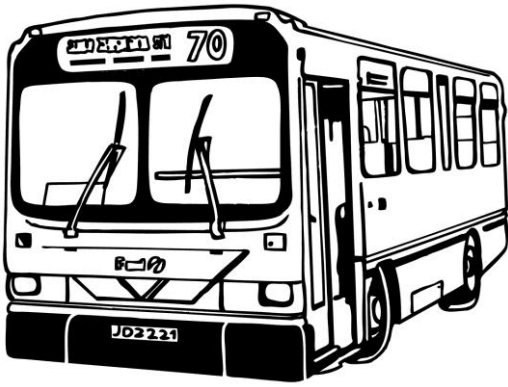
For the question, 'Is the service well-led?', we think the service is **good**



People were at the heart of the service.



People had regular meetings with staff to talk about how they felt and things that the service could do to further improve.



People were supported to access community services.



Regular checks were carried out to make sure the service was well managed.

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**