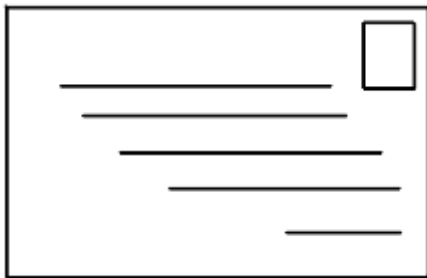


What we think about East living – Domiciliary Care Service

Easy read report



Address:

East Living – Domiciliary Care
Service

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Stratford

E15 4PH

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About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

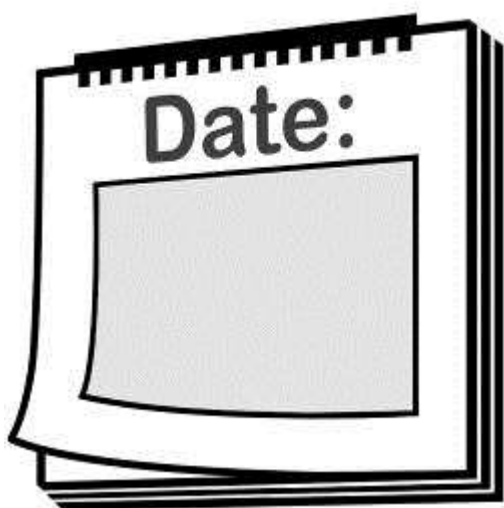
Our job is to check if every care service is:

- **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

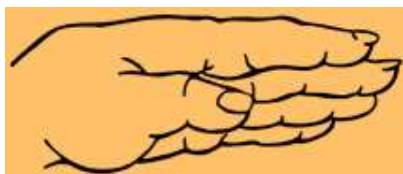


East Living - Domiciliary Care Service provides care to people in their own homes. This is in supported living schemes for people with learning disabilities and extra care sheltered services for older people. They support 77 people.

We checked this service on:

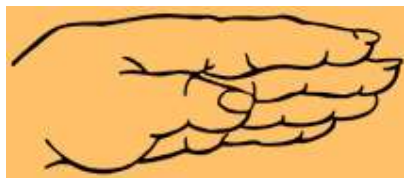
17, 18, 19 and 21 October 2016.

What we think about this service



Across all the areas we checked, we think this service **requires improvement**

1. Is the service safe?



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

Staff knew how to keep people safe from harm.

Sometimes staff did not know how to give people their medicine safely.

Information about how to stop bad things happening to people was not always clear.



Staff were chosen to work in the services in a safe way.

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.



Staff had lots of training to make sure they knew how to do their jobs.

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 where to go if they wanted to be on their own.



People said staff were friendly and caring.

4. Is the service responsive?



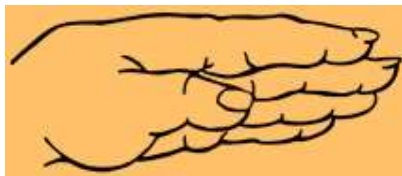
For the question, 'Is the service responsive?', we think the service is **good**

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

People were included in writing their care plans.

People knew how to make complaints.

5. Is the service well-led?



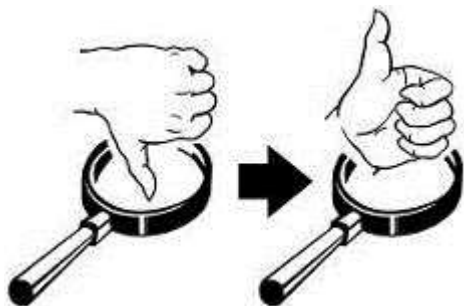
For the question, 'Is the service well-led?', we think the service **requires improvement**

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

The checks done by managers had not made the different parts of the service support people to the same standard.

People and staff were included in meetings about changing the service.

What happens next?



We have asked this service to make some changes to 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**