What we think about Uxbridge Road

Easy read report

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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

Uxbridge Road is a supported living service. When we visited, 9 people with learning disabilities were being supported to live in their own home.

We checked this service on:

24 January 2019 and
28 January 2018

What we think about this service

Across all the areas we checked, we think this service is requires improvement
1. Is the service safe?

For the question, ‘Is the service safe?’, we think the service requires improvement.

No one was harmed but some actions were not taken quickly to keep people safe.

Medicines were not always being recorded correctly.

Staff worked with others to make sure people stayed healthy.
People were protected from the risk of infection.

New staff were checked before they started working at the service.
2. Is the service effective?

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

People who are lacking capacity were cared for and treated in a way that is right and keeps to the law.

Staff assessed what people needed support with.

Staff were supported to learn and received training.
Staff worked with others to make sure people stayed healthy.
3. Is the service caring?

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

Staff were kind and caring.

Staff helped people to be independent.

People’s families were involved in their care, if people wanted this.
4. Is the service responsive?

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

People were involved in planning their care.

Staff were quick to listen to people and help them to say what they wanted.

People had interesting things to do at home and out in the community.
People could make complaints.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think the service requires improvement.

Parts of some people’s care plans needed to be updated and printed for everyone.

Staff worked with other professionals to meet people’s needs.

People, their families, staff and other professionals thought the managers were good.
The organisation checked that the service was good.
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