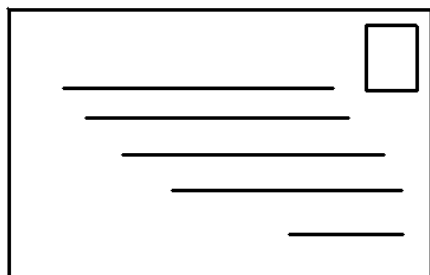


What we think about

Disabilities Trust - 4 Pages Orchard

Easy read report

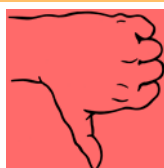


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About the Care Quality Commission



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



4 Pages Orchard provides support and care for three people.

We checked this service on the 30th January 2019.

What we think about this service



Across all the areas we checked, we think this service is Outstanding.

1. Is the service safe?



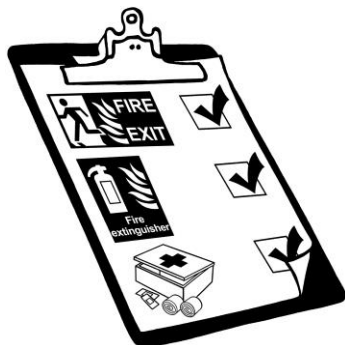
For the question, 'Is the service safe?', we think the service is **Good**.



Staff knew how to keep people safe.



Staff knew how to give people their medicines safely.



Risks to people had been assessed and guidance written down.

2. Is the service effective?



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

Good.

Staff had received training and were supported so they could meet people's needs.

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

We saw that people were asked if they agreed with decisions about their care.

3. Is the service caring?



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

People were respected and valued as individuals.

People's choices were listened to.

People were supported to communicate their views to ensure their choices were respected.

4. Is the service responsive?



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

Outstanding.

People were helped to do what they enjoyed. Staff supported people to do these things so they had enjoyable lives.

People's files had personalised information about what was important to them as unique individuals.

People were given different ways to ensure their views were understood.

5. Is the service well-led?

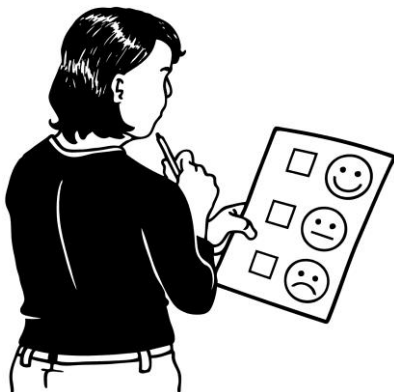


For the question, 'Is the service well-led?', we think the service is

Outstanding.



The service had good managers in place to make sure the service was well run.



Checks were done to make sure the service was run safely.



The staff made sure that the service was run in the right way.

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**