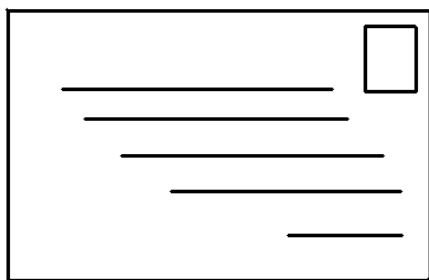


What we think about SENSE – Supported Living Services (East Anglia)

Easy read report



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SENSE – Supported Living
Services (East Anglia)

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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



SENSE – Supported Living Services (East Anglia) is supported living service. When we visited, 2 people with learning disabilities were being supported.



We checked this service on:

27 February 2019

28 February 2019

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.

Staff knew how to give people their medicine safely.

There were enough staff to meet people's needs.

2. Is the service effective?



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



Staff had the training they needed to support people.



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.

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 were supported to be independent

4. Is the service responsive?



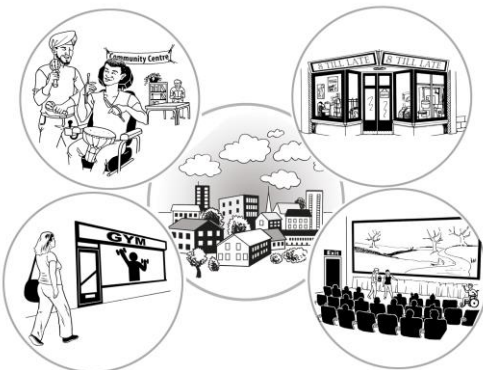
For the question, 'Is the service responsive?', we think the service is **good**



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

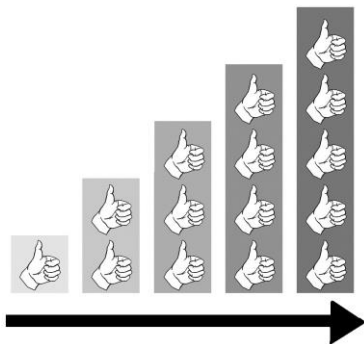


People were supported with different communication needs.



People were supported to be part of their local community.

5. Is the service well-led?



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

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

The management listened to people's feedback

The service was looking at ways to continue to improve

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**