What we think about
Tameside Link
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

Tameside Link provides support to people with learning disabilities in and around Ashton-under-Lyne. The people live in their own houses or in flats. Some people have care workers supporting them throughout the day and night time. Whilst other people receive visits once or more often each day.

We checked this service on:

6 and 7 February 2017

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.

People's consent was not always sought in relation to how they wished their medicines were managed.

Staff knew how to keep people safe from harm.

We found there were enough staff to meet the support needs each young person needed.
2. Is the service effective?

For the question, ‘Is the service effective?’, we think the service **requires improvement**

People’s care records did not show if they had agreed with decisions about their care and support.

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

Staff are supported to learn and receive training in the support they provide.
3. Is the service caring?

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

We saw contact between the young people and staff was warm and friendly.

Each of the young people were encouraged to be independent and were supported by staff to choose and take part in activities they liked to do.

Staff gave people enough privacy.
4. Is the service responsive?

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

We saw that each young person had a care plan that told staff how they wished to be supported.

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

Staff listened to the young people if they had any complaints or concerns.
5. Is the service well-led?

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

The service had a manager. However they were not registered with CQC.

The young people and those involved with their care and support were asked their views about the service provided.

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