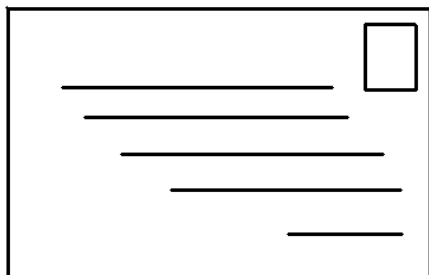


What we think about Active Support Service Ltd

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).

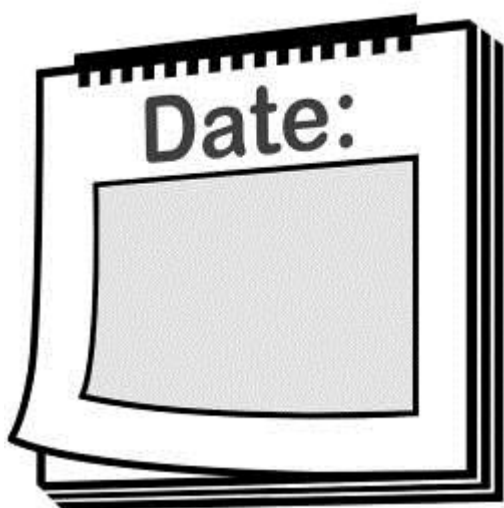
About this service



Active Support Service Ltd provides personal care for people living in their own homes. When we visited 14 people were receiving care from the service.

We checked this service on:

20 and 21 December 2016



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**

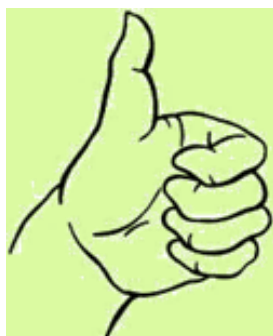


Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely.

2. Is the service effective?



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

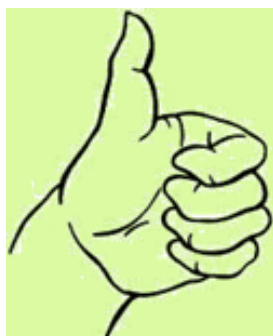


We saw that people were involved in decisions about their care.



Staff had good systems 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 respected people's privacy.



People were able to choose what they did and where they went.

4. Is the service responsive?

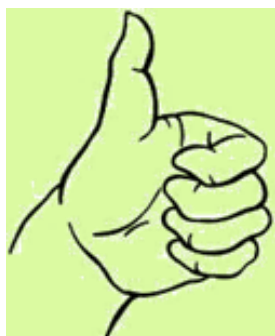


For the question, 'Is the service responsive?', we think the service is **good**

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

People knew how to complain. Staff listened to people's complaints and took action to make things better.

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.



Staff were supported to learn and receive training.

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**