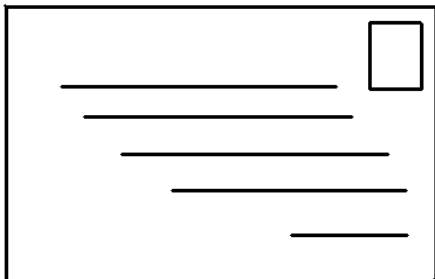


What we think about Voyage (DCA) Scotia House

Easy read report



Address:

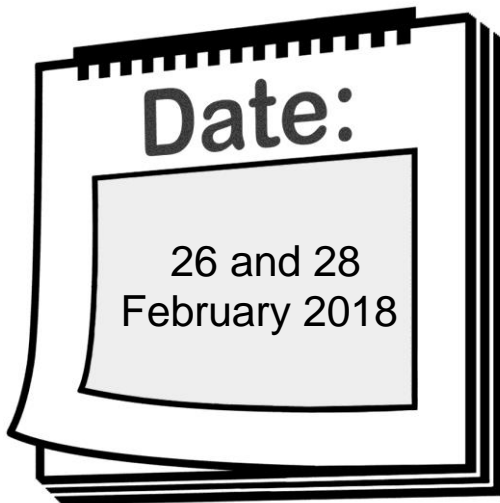
Flats 1-11, Scotia House

High Lane, Tunstall

Stoke on Trent

ST6 7JE

Phone: 01782 814899



Date we did the inspection:
26 and 28 February
2018



This service provides care and support to people living in 'supported living' so that they can live as independently as possible. This comprised of 11 independent flats contained within one building with communal lounges and management offices based at the location.





About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by Voyage (DCA) Scotia House is safe, gives good results, caring, meets people's needs, and is managed well.

Here is what we found.



We ask five questions about services and this is what we found



Is the service safe?



We gave this service a score of 'good'.



Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely.



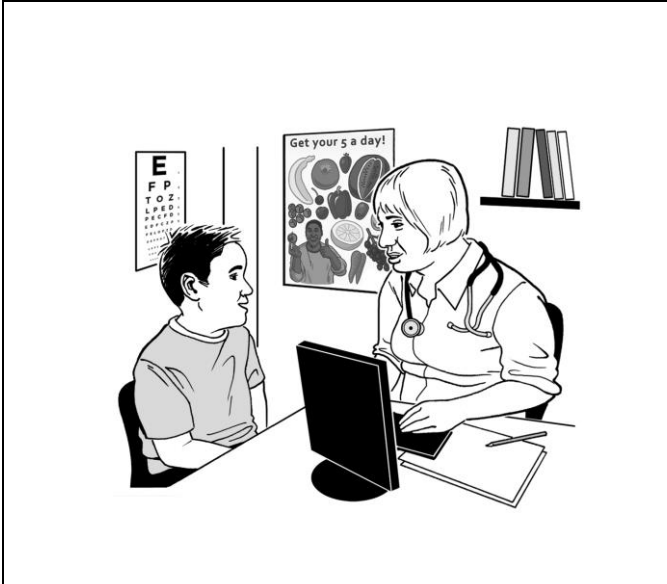
Does the service give good results?



We gave this service a score of '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.



Is the service caring?



We gave this service a score of 'good'.



Staff did respect people's privacy.



People were able to choose where to go if they wanted to be on their own.



Does the service meet people's needs?



We gave this service a score of 'good'.



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



People were helped to keep in touch with their families.



Is the service managed well?



We gave this service a score of 'good'.



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