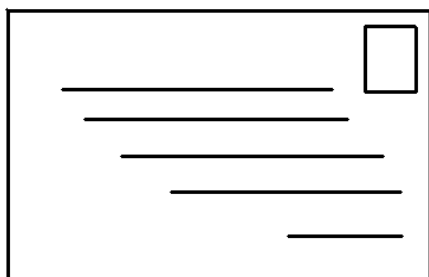


What we think about

Turning Point - Kent DCA

Easy read report



Address:

Room IS7, Kent Innovation Centre

Millennium Way, Thanet Reach

Business Park

Broadstairs

Kent

CT10 2QQ

Phone:

07891545717

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



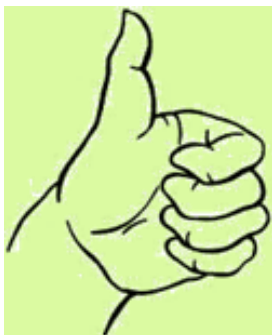
Turning Point- Kent DCA provides personal care for people in their own homes who may have learning disabilities or physical disabilities.



We checked this service on:

6 & 7 August 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 and had been trained.



There were enough staff to support people.

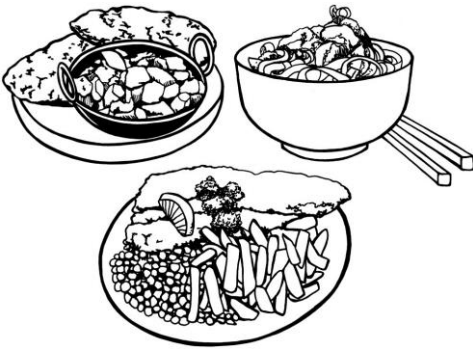
2. Is the service effective?



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



People were helped to stay healthy.



People chose their own meals and did their own shopping.



Staff were trained and supported to do their jobs.

3. Is the service caring?



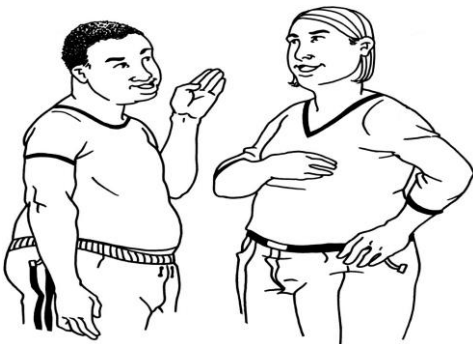
For the question, 'Is the service caring?', we think the service is **good**



Staff spoke to people kindly.
People were supported to be independent.



People were listened to and their choices respected.



People appeared happy and relaxed in their home.

4. Is the service responsive?



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



People chose what activities they wanted to do.



Each person had their own care plan with important information.



People were supported to make complaints.

5. Is the service well-led?



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



People and other individuals were asked for feedback, so the service could keep getting better.



Staff understood their roles and responsibilities.

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**