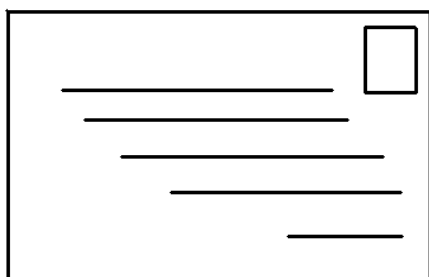


What we think about West Supported Housing and Domiciliary

Easy read report



Address:

West Supported Housing and
Domiciliary

Bury Resource Centre

Hollow Road

Bury St Edmunds

Suffolk

IP32 7AY

Phone:

01284 718741

About the Care Quality Commission



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

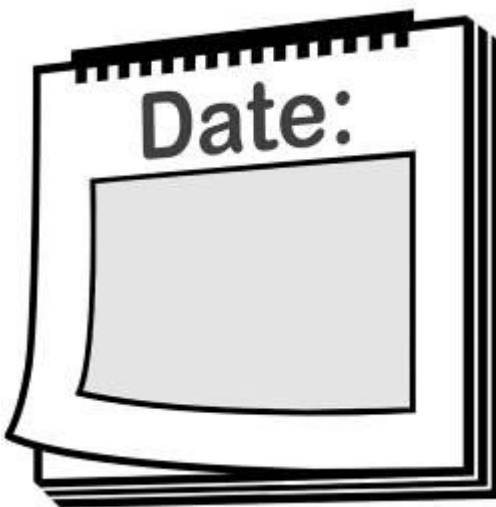
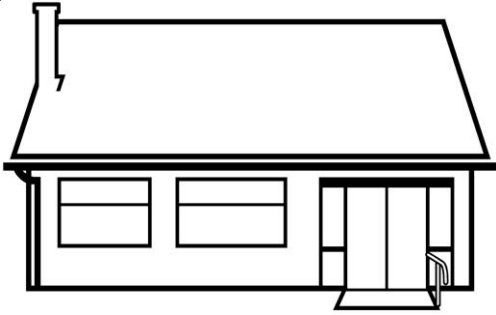
Our job is to check if every care service is:

- **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



West Suffolk Housing and Domiciliary provides care and support to people with learning disabilities living in seven 'supported living' settings, helping them to live as independently as possible.

It also provides personal care to people who live in their own houses and flats.

When we visited 33 people used the service.

We checked this service on:

1 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.



There were enough staff workers to look after people safely.



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 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 encouraged people to do things for themselves and to be independent.



Staff helped people to make choices.



Staff gave people enough privacy.



Staff knew people well and treated them with respect.

4. Is the service responsive?



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



People made choices about their care and support and this was checked to make sure it met their needs.

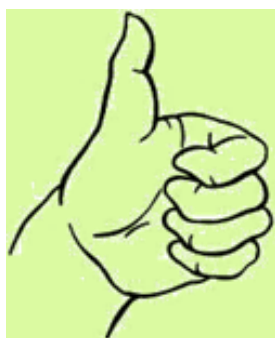


People were supported to choose what they wanted to do.



People knew how to make a complaint if they were unhappy

5. Is the service well-led?



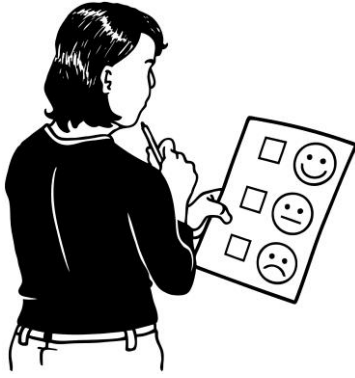
For the question, 'Is the service well-led?', we think the service is **good**



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



Staff were supported to learn and received training.



People were asked what they thought of the service and their feedback was acted on.



The management team checked that standards were being kept and the service was safe.

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**