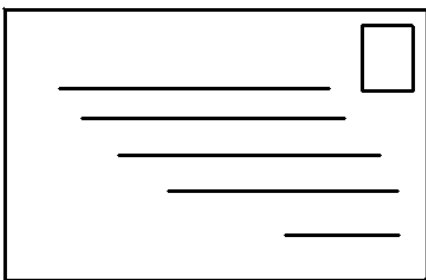


# What we think about The Wilf Ward Family Trust Domiciliary Care Harrogate and Northallerton

## Easy read report



### **Address:**

The Wilf Ward Family Trust  
Domiciliary Care Harrogate and  
Northallerton

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Ripon

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### **Phone:**

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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)

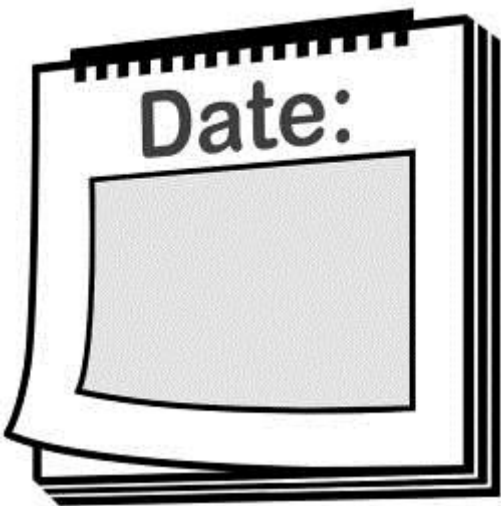


## About this service



The Wilf Ward Family Trust  
Domiciliary Care Harrogate and  
Northallerton provide care to people  
living in 14 supported living houses.

When we visited, 38 people with  
learning disabilities were using the  
service.



**We checked this service between:**

23 November and 8 December 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 is **requires improvement**

Care plans did not always have the information staff needed to keep people safe.

There was enough staff to look after people.

Staff gave people their medicines safely.

## 2. Is the service effective?



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



Staff asked if people agreed with decisions about their care.



Staff talked to doctors to make sure people got help when they felt sick.



Staff had training so they knew how to look after people.

### 3. Is the service caring?



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



Staff gave people privacy.



Staff were kind and caring.



Staff helped people make decisions.

## 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.

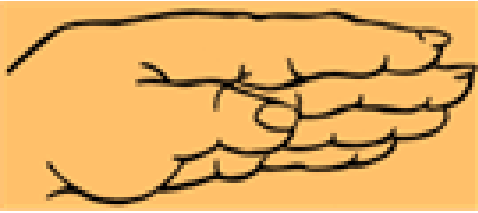


People were involved in planning their care.



Staff knew people well and how best to support them.

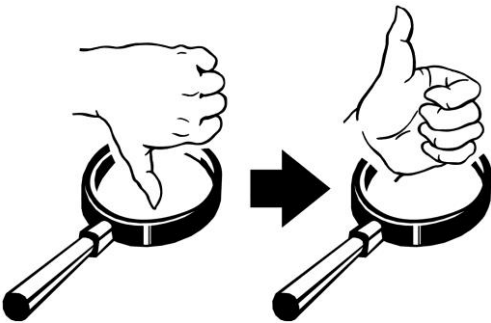
## 5. Is the service well-led?



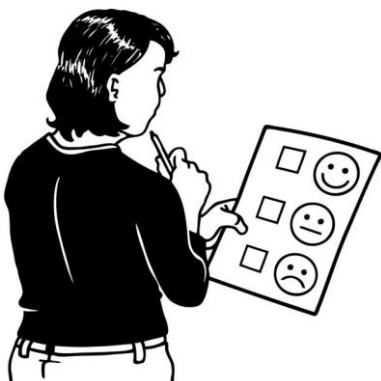
For the question, 'Is the service well-led?', we think the service is **requires improvement**



Staff were working hard to improve record keeping.



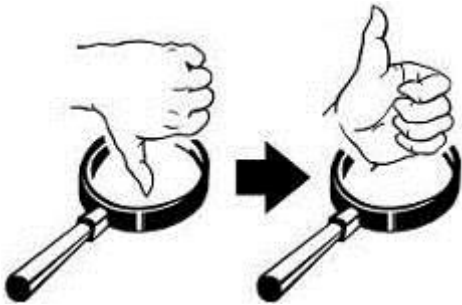
The manager was working to improve how they checked the service was safe.



The manager listened to people to make sure they were happy with the service.



## What happens next?



We have asked this service to make improvements, we will go back to check they have done this 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**

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