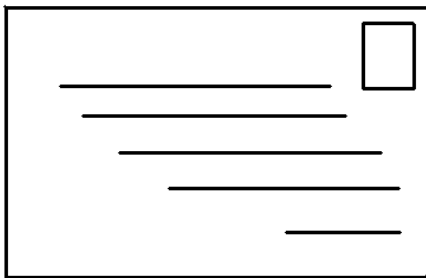


What we think about The Inclusion Project @ Home

Easy read report



Address:

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Phone:

07545685414

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).

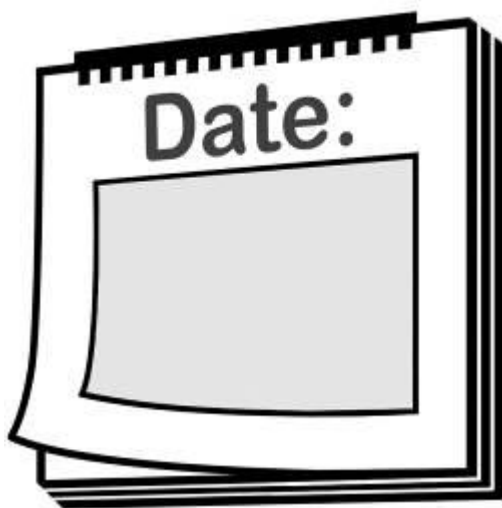
We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



The Inclusion Project @ Home is a domiciliary care agency. When we visited, 550 people with learning disabilities were using the service.



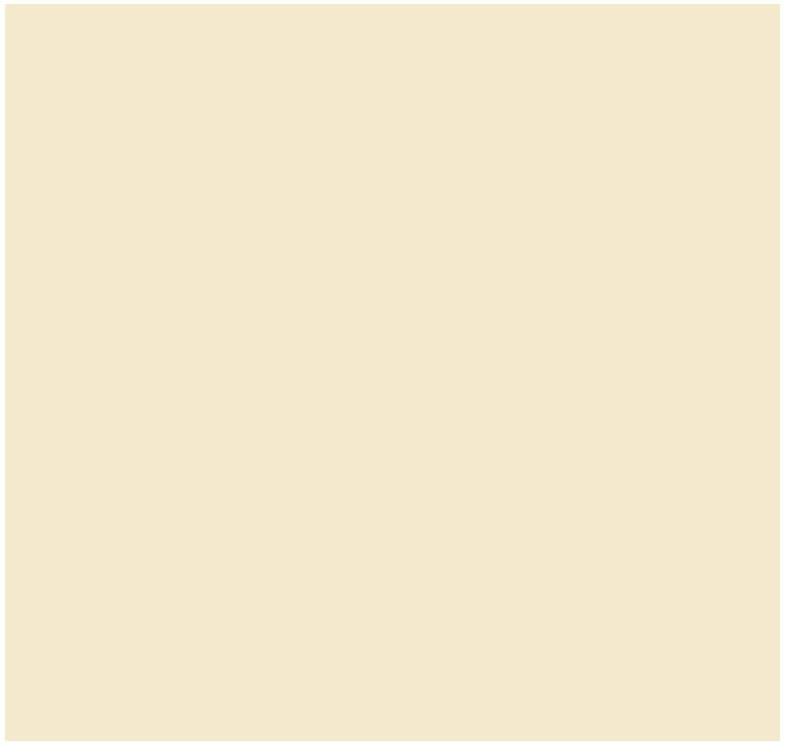
We checked this service between:

28 November and 10 December 2018

What we think about this service



Across all the areas we checked, we think this service is **outstanding**.



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 encouraged people to take positive risks.



Staff knew how to give people their medicine safely.



Staff gave people information in a way they could easily understand.

2. Is the service effective?



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



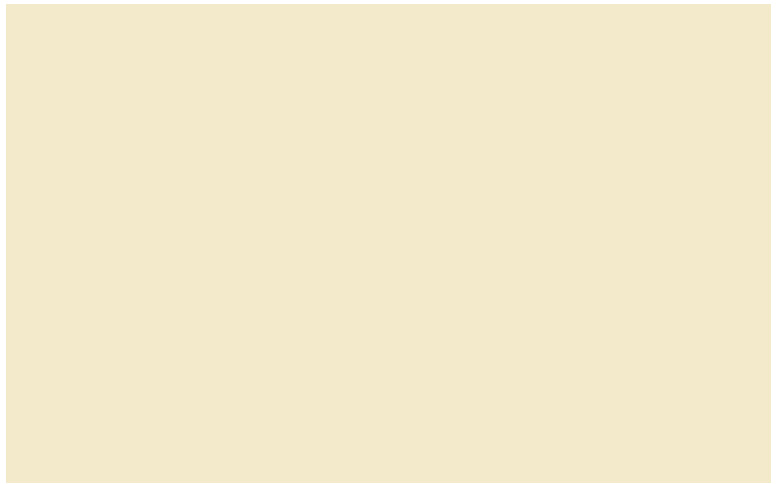
We saw that people were asked if they agreed with decisions about their care.



Staff helped people to prepare healthy meals.



Staff were well trained.



3. Is the service caring?



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



Staff helped people to express their views and gain confidence.



People were treated with kindness and respect.



Staff helped people to form friendships.

4. Is the service responsive?



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

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

People and staff were involved in developing the service.



People told us staff treated them as equals and helped them to achieve their goals.

5. Is the service well-led?



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

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

Staff adhered to the provider's values, ethos and understood their roles and responsibilities and felt supported by the management team.



Staff worked hard to help people overcome their anxieties and achieve their goals.

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