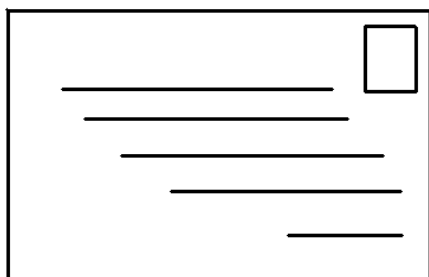


What we think about Shine Supported Living - South East

Easy read report



Address:

Shine Supported Living - South
East

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CT6 6PU

Phone:

01843 822 508

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



Shine Supported Living - South East is a Supported Living Service. When we visited, 5 people with learning disabilities were using the service.



We checked this service on:

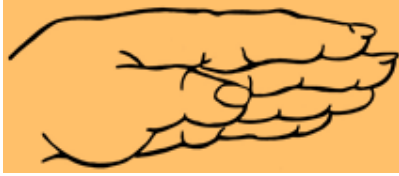
17 and 21 September 2018

What we think about this service



Across all the areas we checked, we think this service **requires improvement**

1. Is the service safe?



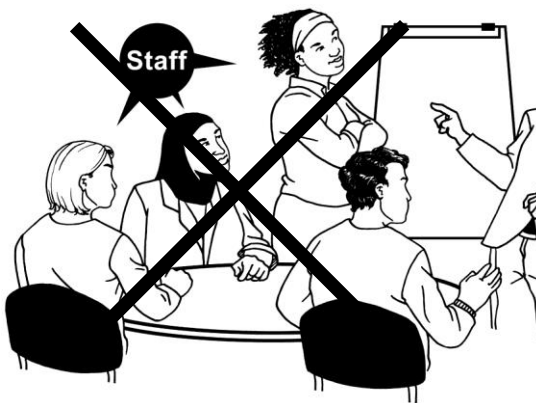
For the question, 'Is the service safe?', we think the service **requires improvement**

Sometimes staff did not know how to keep people safe from harm.

Staff knew how to keep the service clean.

Medicines were not always managed safely.

2. Is the service effective?

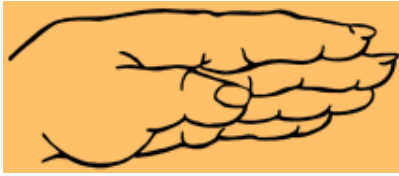


For the question, 'Is the service effective?', we think the service **requires improvement**

Sometimes staff did not have the training they needed to support people.

Staff talked to doctors to make sure people got medical help when they needed it.

3. Is the service caring?



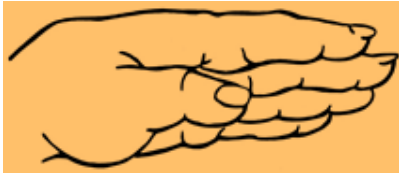
For the question, 'Is the service caring?', we think the service **requires improvement**

Staff gave people enough privacy.

Sometimes people were not supported to express their views about their care.

Staff were kind to people.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service **requires improvement**

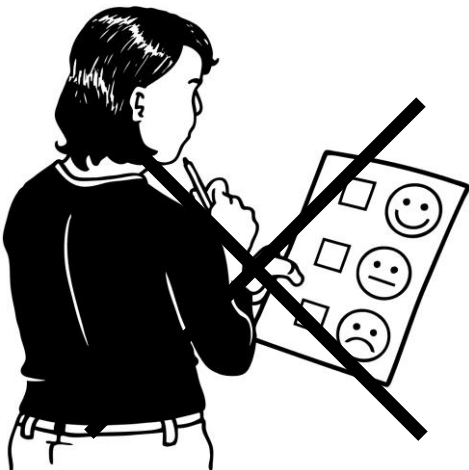
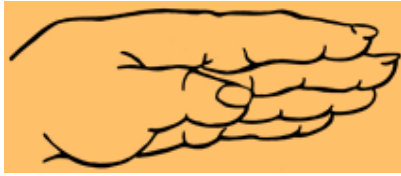


Sometimes people were not able to do the activities they wanted to do.



People knew how to complain if they wanted to do so.

5. Is the service well-led?

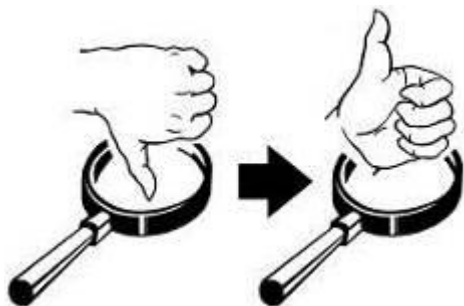


For the question, 'Is the service well-led?', we think the service **requires improvement**

Staff did not always have meetings to talk about how things at the service could improve.

People were not asked for their views about the service.

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

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**