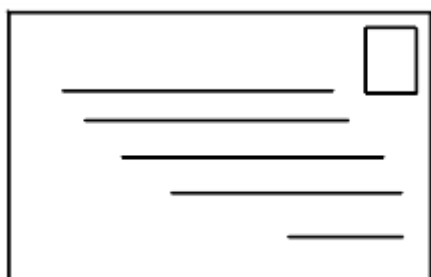


What we think about The Wilf Ward Family Trust Domiciliary Care Harrogate and Northallerton

Easy read report



Address:

The Wilf Ward Family Trust Domiciliary
Care Harrogate and Northallerton

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Phone:

01765 602678

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).

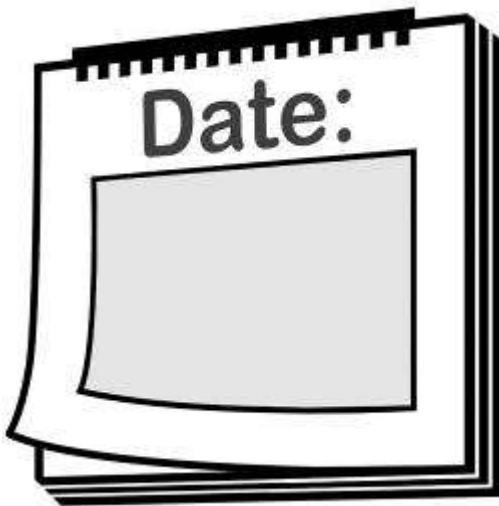
We then give the service ratings (or scores) of:

- **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 provides care to people living in their own supported living houses. Thirty-six people with learning disabilities were living there.



We checked this service on:

19, 21, 24 February and 04 March 2019

What we think about this service



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

1. Is the service safe?



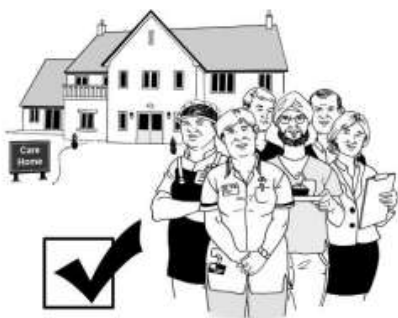
For the question, 'Is the service safe?', we think the service is **good**



Staff knew how to keep people safe.



Staff gave people their medicine safely.



There were enough staff to look after people.

2. Is the service effective?



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



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



Staff helped people go to the doctors if they were unwell.

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 to make choices.

4. Is the service responsive?



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



People could choose what activities they wanted to do.



Staff helped people to keep in touch with their families.



Staff helped people to be independent.

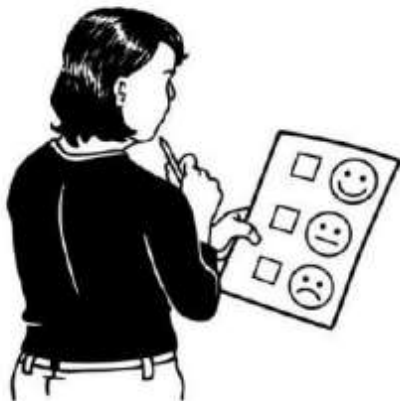
5. Is the service well-led?



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



Staff worked together to look after people.



The manager worked hard to make sure people were happy and well looked after.

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**