

# What we think about Mitchells Domicillary Care Services



## Easy read report summary

Please print each page on one side of paper



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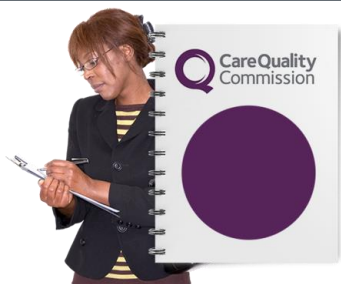
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This is a domiciliary care agency for people with learning disabilities, autism or physical disabilities.

25 people were being supported.

# About the Care Quality Commission



## The Care Quality Commission (CQC)

checks if every health and social service gives good care to people.

We give each service a score of:

- Outstanding (meaning very good)
- Good
- Requires improvement (meaning it needs to get better)
- Inadequate (meaning very poor)

## What we think about this service



We checked this service on

**5 December 2020**

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 abuse.



Staff knew how to keep people safe from danger.



There were enough staff to care for people at this service.



Staff knew how to give people their medicine safely.

## 2. Does the service do its job well?



For the question, 'Does the service do its job well?', we think the service is good.

Staff supported people to make their own food and drinks.

Staff talked to health professionals (like doctors) to make sure people get medical help when they need it.

Decisions that were made for people were done in the right way.

### 3. Is the service caring and supportive?



For the question, 'Does the service meet people's needs?', we think the service is good.

People were supported by staff who were caring and kind.

Staff enjoyed their jobs and liked to listen to people.

People's care plans were all about them.

People were able to choose how they wanted to be supported.

## 4. Does the service meet people's needs?



For the question, 'Is the service caring and supportive?', we think the service is outstanding (meaning very good).

People had person-centred care plans, that had people's choices and decisions in them.

Staff got an award for helping with people's food.

People were helped to keep relationships with their friends and family.

People were happier because they did lots of things that they enjoyed and learned new things.



The service used technology to help people do things on their own and be safe.

## 5. Do managers run the service well?



For the question, 'Do managers run the service well?', we think the service is good.

The manager made regular checks to make sure people are kept safe.

People knew who was in charge of the service and liked them.

The manager listened to people and staff.

People and their families used a questionnaire to let the manager know their thoughts about the service



## What happens next?



We have not asked this service to make any changes.



We will go back to check this service again in the future.

# How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.