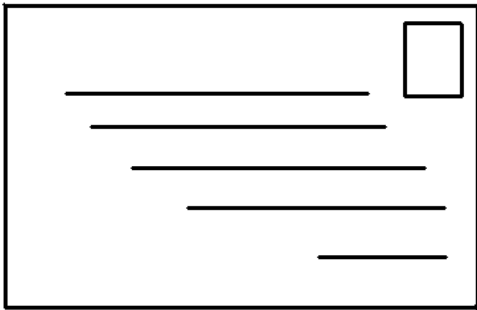


What we think about

The Orchard Trust Domiciliary Care Agency

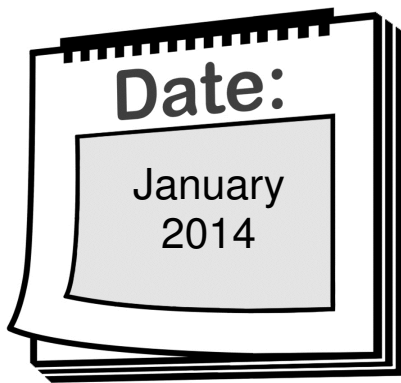
Easy read report



Address:

Hilltop, Ridge Walk, Ruardean, GL17
9AY

Phone: 01594861137



Date the inspection was done:

28 January 2014



The Orchard Trust is a service which offers care and support to people in their own homes. Most people using the service have learning disabilities.



If you would like this report in another format or language you can contact us at:

Phone: **03000 61 61 61**

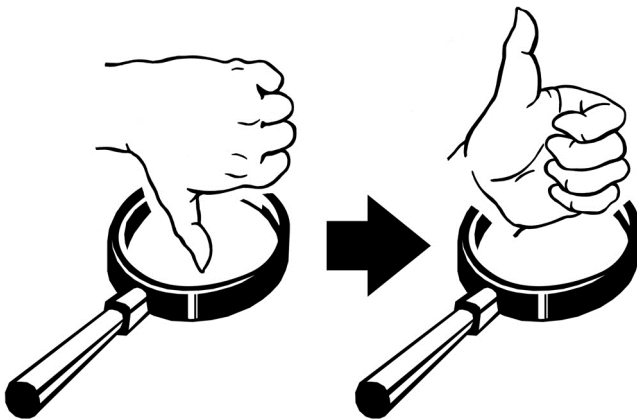
Email: enquiries@cqc.org.uk



About the Care Quality Commission



We make sure health and social care services give people safe, kind and very good care.



We also want to help services get better.



We check services in England to make sure they meet the rules about how good a care service must be.



How we checked The Orchard Trust



We visited The Orchard Trust on
28 January 2014.



We talked with people who use
the service.



We talked with staff.



We looked at people's care records.



We watched to see how staff treated people using the service.



We thought about what we learnt.

We decided what the people who run The Orchard Trust were doing right and what they were not.

What we found out about The Orchard Trust



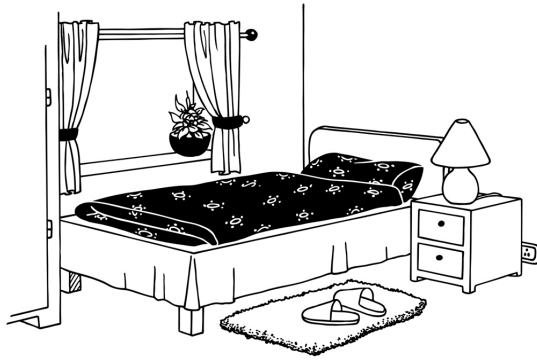
What was good about The Orchard Trust



People's privacy, dignity and freedom were respected.



People could make decisions about their care and their choices were respected.



People were given a choice about how they wanted their bedroom to look.



Care was planned and given in a way that made sure people were safe and looked after well.



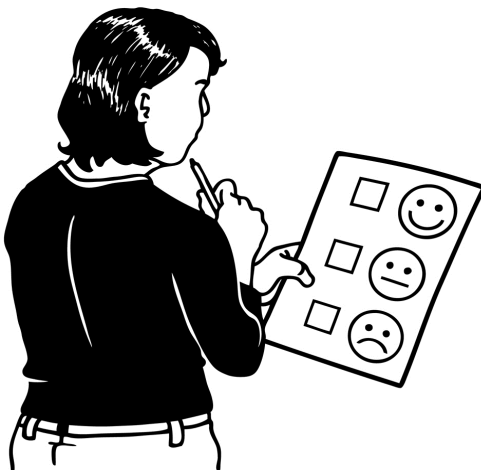
People were supported to do the activities they wanted.



Medication was managed in the right way.



Staff got training and support to make sure they met people's needs in the best way.



The owner had a good system to check that The Orchard Trust gave the best service and where needed made things better.



What happens next?



The Orchard Trust was meeting all the rules which we checked.

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