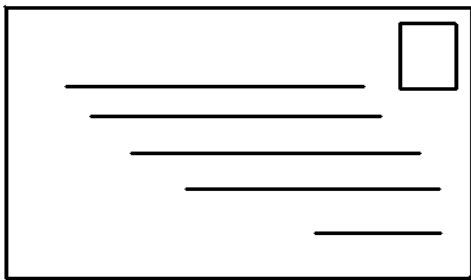


What we think about

Involve

Easy read report



Address:

Pembroke Centre, Cheney Manor
Industrial Estate, Swindon, SN2 2PQ

Phone: 01793522799



Date the inspection was done:

8 November 2013

11 November 2013



Involve is a service which offers care and support to people, some who may have learning disabilities, in their own homes.



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

Phone: **03000 61 61 61**

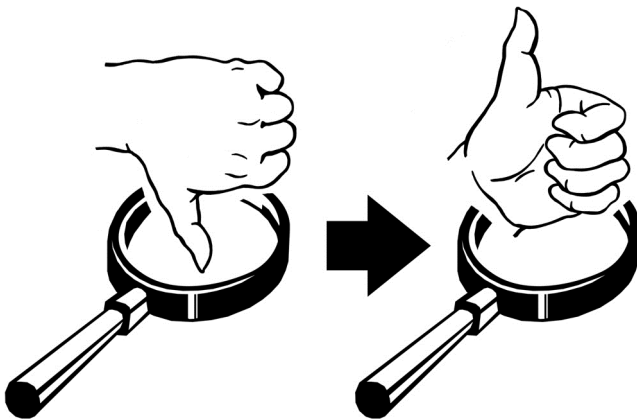
Email: enquiries@cqc.org.uk



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 Involve



We visited Involve on
8 November 2013 and 11
November 2013.



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 Involve were doing right and what they were not.

What we found out about Involve



What was good about Involve



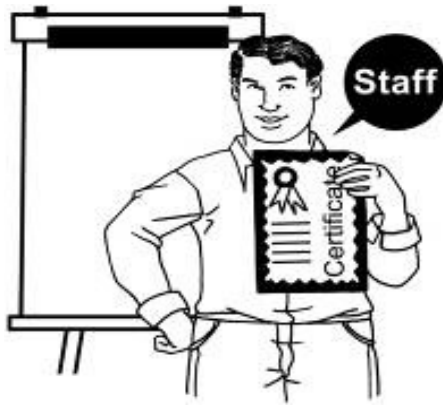
People got care, treatment and support that met their needs and looked after their rights.



People's care plans and other records were up to date and person-centred.



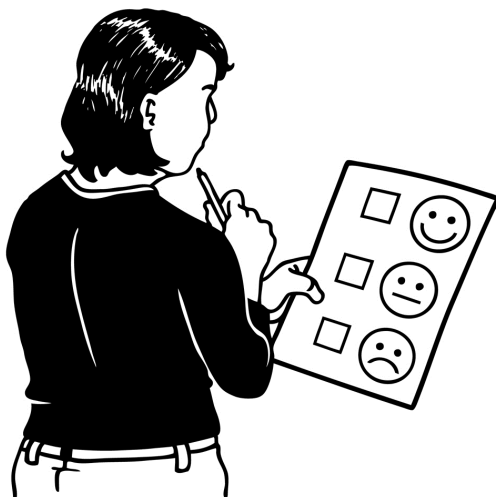
This service kept people safe from abuse, or harm.



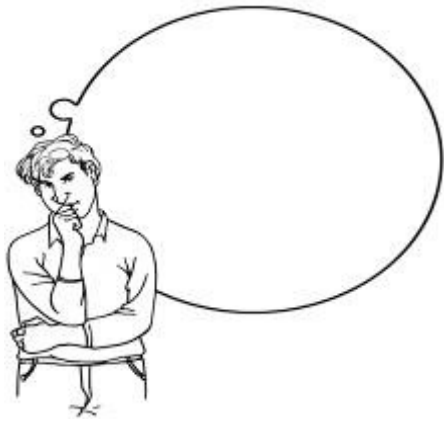
People were looked after by the right staff who knew how to give care in the best way.



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 Involve gave a good service and where needed made things better.



What happens next?



Involve was meeting all the rules which we checked.

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