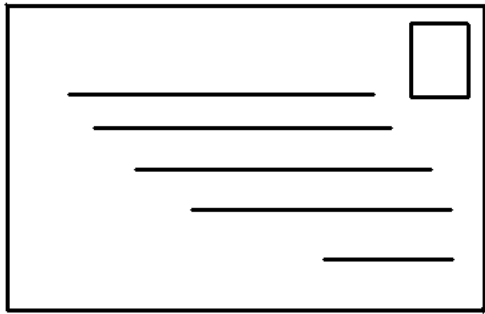


What we think about

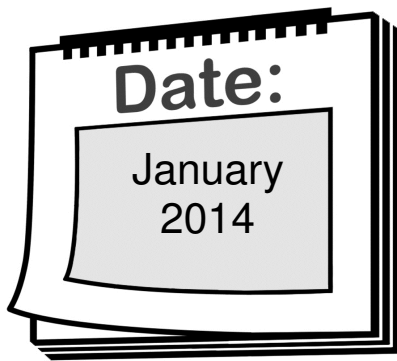
Harmony Home Aid Services Limited – Unit A2 Broomsleigh Business Park Easy read report



Address:

Unit A2 Broomsleigh Business Park,
Worsley Bridge Road, Sydenham,
London, SE26 5BN

Phone: 02086989911



Date the inspection was done:

8 January 2014



Harmony Home Aid is a service
which offers care and support to
people 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**

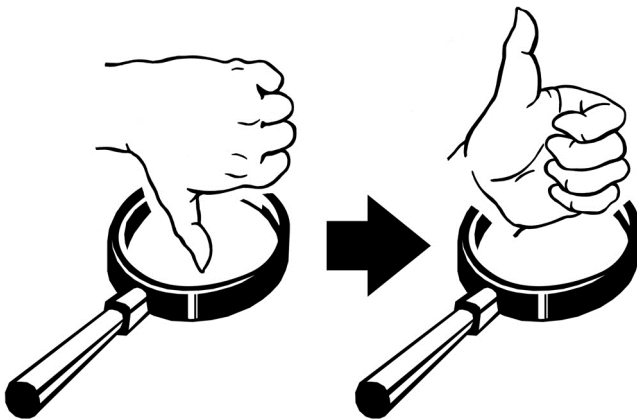
Email: enquiries@cqc.org.uk



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 Harmony Home Aid



We visited Harmony Home Aid
on 8 January 2014.



We talked with people who use
the service.



We asked carers and family of
people who use the service what
they thought.



We talked with staff.



We looked at people's care records.



We thought about what we learnt.

We decided what the people who run Harmony Home Aid were doing right and what they were not.

What we found out about Harmony Home Aid



What was good about Harmony Home Aid



Before getting care or treatment people were asked if they agreed to it first and their decisions were respected.

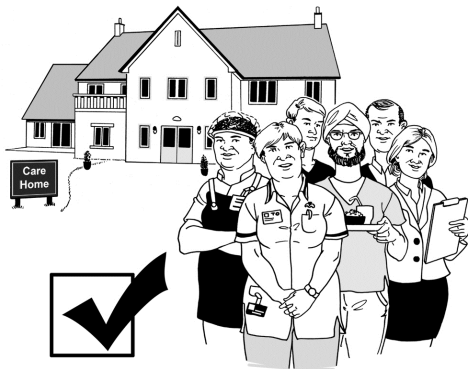


Care was planned and given in a way that made sure people were safe and looked after well.



The home was kept clean to stop germs from spreading.

This was so people did not get ill.



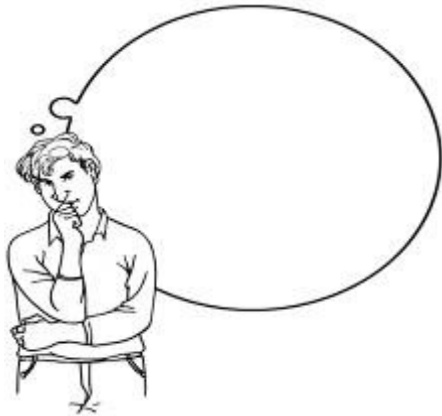
There were enough staff at Harmony Home Aid and they knew how to give care the right way.



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



There was a good complaints system.



What happens next?



Harmony Home Aid was meeting all the rules which we checked.

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