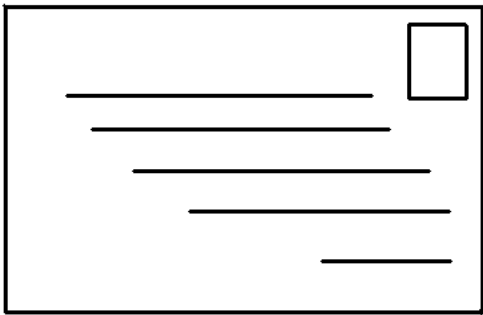


What we think about

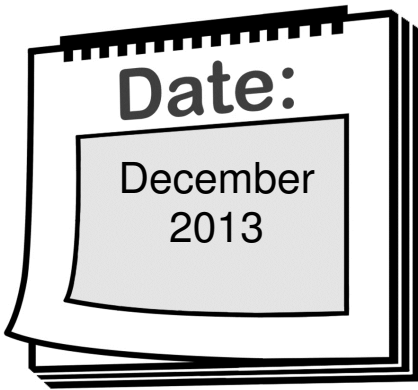
West Supported Housing and Domiciliary

Easy read report



Address:

Bury Resource Centre, Hollow Road,
Bury St Edmunds, IP32 7AY



Date the inspection was done:

2 December 2013



West Supported is a service which offers support to people who have a learning disability, 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**

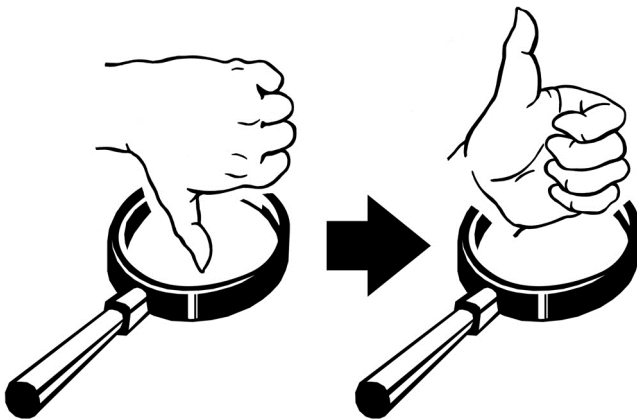
Email: enquiries@cqc.org.uk



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 West Supported



We visited West Supported on 2 December 2013.



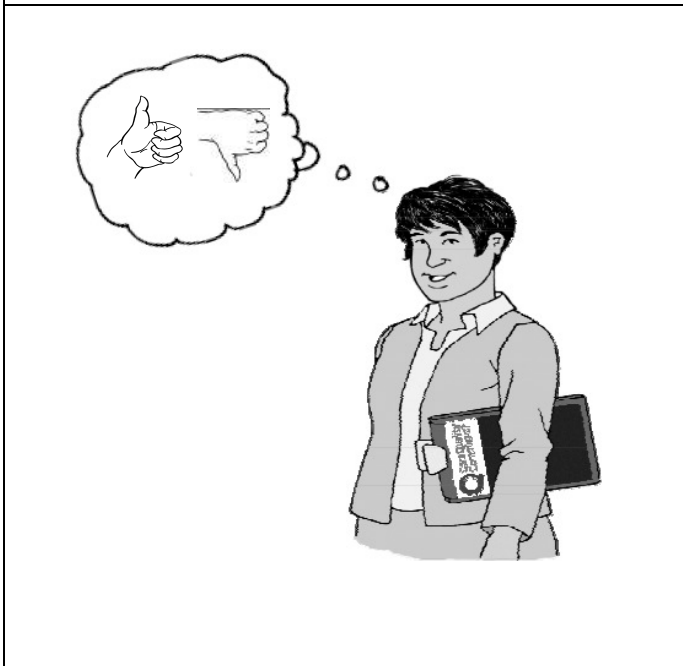
We talked with people who use the service.



We looked at people's care records.



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



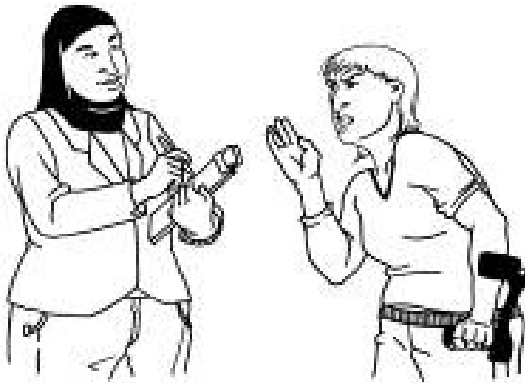
We thought about what we learnt.

We decided what the people who run West Supported were doing right and what they were not.

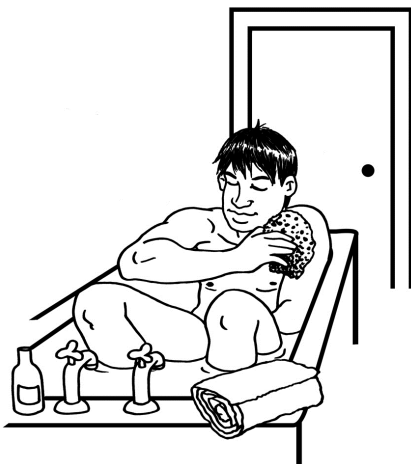
What we found out about West Supported



What was good about West Supported



People could say how they wanted the service to care for them and their choices were respected.



People's privacy and dignity were respected.



People were able to speak to an **advocate**.

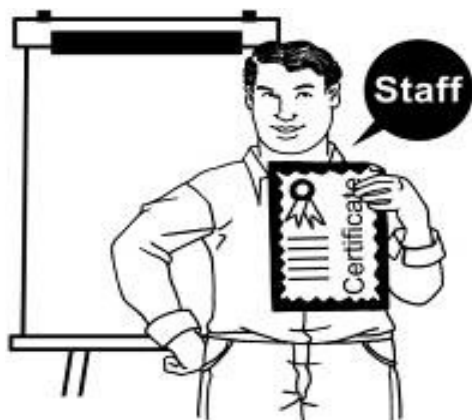
An **advocate** is someone who speaks up for you when you cannot.



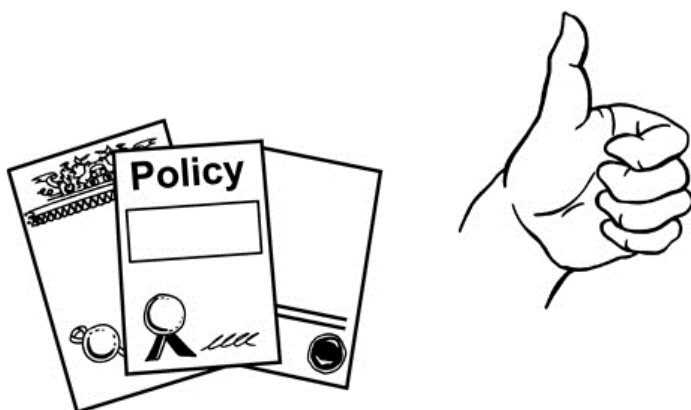
Care was planned and given in a way that made sure people were safe and looked after well.



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.



There was a good system to look after people and keep them safe from danger.



What happens next?



West Supported was meeting all the rules which we checked.

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