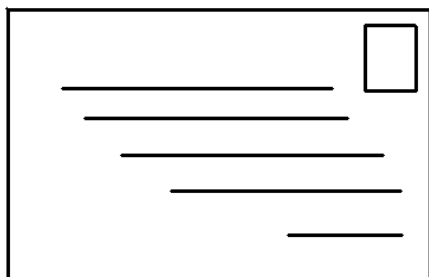


What we think about My Support and Care Services (West Country) Limited

Easy read report



Address:

Head Office
40a, High Street
Honiton
EX14 1PJ
Postcode]

Phone:

Tel: 0140443920

About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service

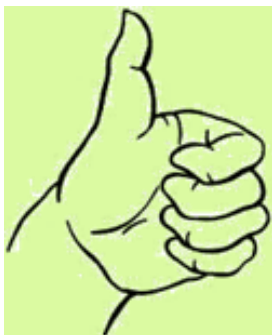


My Support and Care Services (West Country) Limited is a domiciliary care agency in Honiton for people with learning disabilities and associated needs such as autism, Asperger syndrome, and with mental health needs.

We checked this service on:

25 July 2018

What we think about this service



Across all the areas we checked, 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 harm.



Staff knew how to give people their medicine safely.



Sometimes staff did not know how to give people their medicine safely.

2. Is the service effective?



For the question, 'Is the service effective?', we think the service is **good**

We saw that people were asked if they agreed with decisions about their care.

Staff talked to doctors to make sure people got medical help when they needed it.

3. Is the service caring?



For the question, ‘Is the service caring?’, we think the service is **outstanding**

Staff had really positive, kind and compassionate relationships with people. They treated people with dignity and protected their privacy.

People were able to choose where to go if they wanted to be on their own.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**

People were able to choose what activities they wanted to do.

People were always helped to keep in touch with their families.

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **good**



Staff had regular meetings to talk about how things at the service could improve.

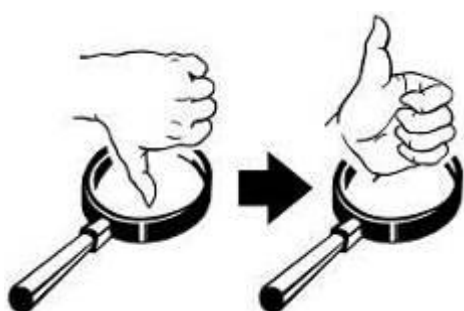


Staff are supported to learn and receive training.

What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.



We have asked this service to tell us how and when they will make things better. We will check they have done this.



We are taking more action against this service to keep people who use it safe.

Getting in contact with us



If you would like this report in another format or language, or you would like to tell us something, you can contact us



at:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**