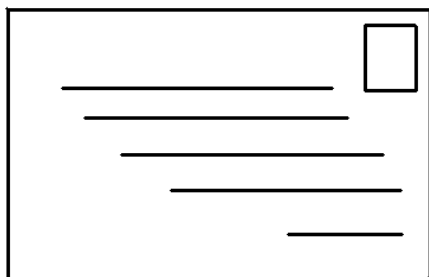


# What we think about West House Domiciliary Service

## Easy read report



### **Address:**

26 Stanley Street

Workington

Cumbria

CA14 2JD

# 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



West House Domiciliary Service gives care and support to people living with a learning disability in Cumbria.



We checked this service between  
**14<sup>th</sup> May and 29<sup>th</sup> May 2019**

## 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 help people keep their home clean



Staff knew how to give people their medicine safely.

## 2. Is the service effective?



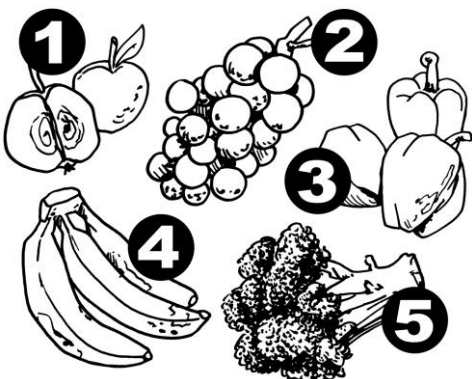
For the question, 'Is the service effective?', we think the service is **good**



People told us staff asked about their needs and wishes.



Staff helped people to get medical help when they needed it.



People were helped to eat a healthy diet.

### 3. Is the service caring?



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



When people needed help and care staff made sure this was done privately.



People lived in their own homes and staff gave the right kind of support so people could live independently.



People were listened to and staff acted on their needs and wishes.

## 4. Is the service responsive?



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



People had their care and health needs written in a care plan.



People were supported to go out and join in with things like exercise and entertainments.





People told us they were happy living in their own homes with support.

## 5. Is the service well-led?



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



Staff held meetings with people to talk about how things at the service could improve.



People were part of recruitment and training.



The staff kept good records and gave people information they needed.



The service had managers who made sure people had the right care and support.

## 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.

## 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: The Care Quality Commission

Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**