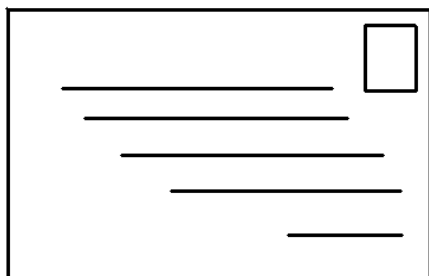


What we think about

Lucy Glyn Domiciliary Care Agency

Easy read report

**Address:**

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9 Evesham Place,
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CV37 6HT

Phone:

01789 297353

About the Care Quality Commission



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

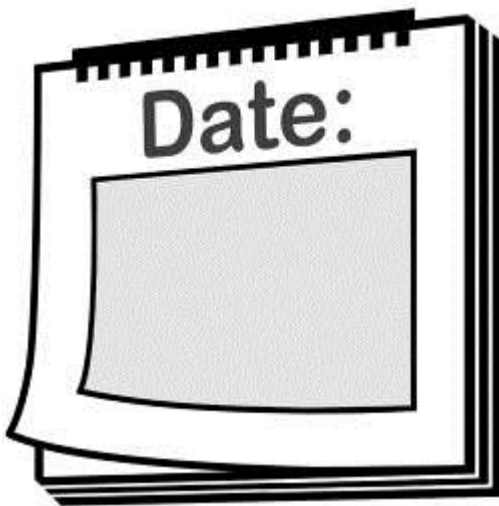
Our job is to check if every care service is:

- **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



Lucy Glyn Domiciliary Care Agency provides personal care to people with learning disabilities or autistic spectrum disorder, who live in their own homes. At the time of our visit the service supported six people who received 24 hour care in their own homes.

We checked this service on:

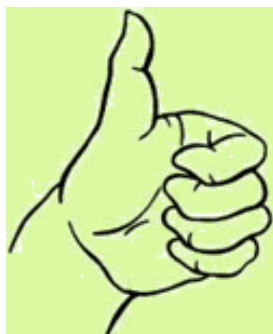
2 February 2016

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**



There were enough staff to support everyone who used the service.



Staff knew how to keep people safe from harm.

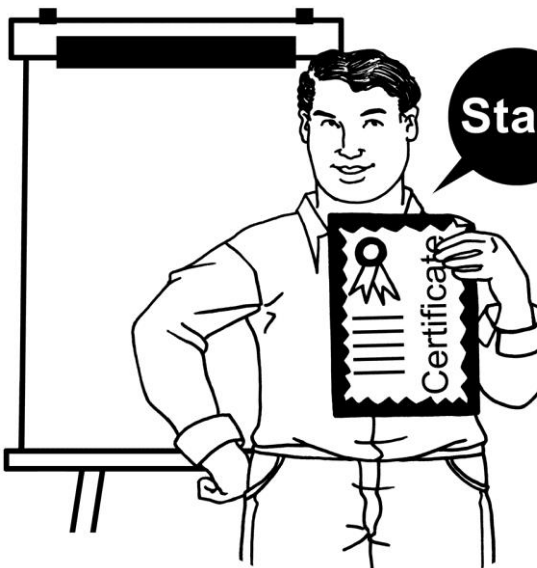


Staff knew how to give people their medicine safely.

2. Is the service effective?



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



Staff were trained so they knew how to support people in the way they needed.



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.



Staff supported people to eat meals they enjoyed.

3. Is the service caring?



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



Staff understood what was important to each person who used the service.



People were involved in decisions about how they were supported.



Staff gave people enough 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 **outstanding**



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



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



Staff listened when people had a problem with the service and staff put things right for people.

5. Is the service well-led?



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



Staff talked to each other every day so they knew how people were.



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



Staff asked people who used the service if they were happy with the service they received.



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.

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**