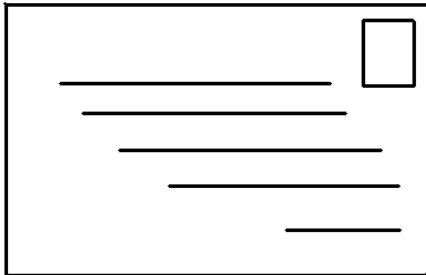


# What we think about

## Creative Support - Doncaster

### Personalised Services

#### Easy read report



#### **Address:**

Creative Support - Doncaster  
Personalised Services

Unit 3 Shaw Wood Business Park  
Shaw Wood Way

Doncaster

DN2 5TB

#### **Phone:**

01302384070

# 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



Creative Support - Doncaster Personalised Services is a supported living service. When we visited, 77 people with learning disabilities, autism and mental health needs were receiving support.



**We checked this service on:**

20 January 2020

## What we think about this service



Across all the areas we checked, we think this service is **outstanding**

## 1. Is the service safe?



For the question, 'Is the service safe?', we think the service is **outstanding**



Staff knew how to keep people safe from harm.



Staff promoted people's independence.



Staff knew how to give people their medicine safely.

## 2. Is the service effective?



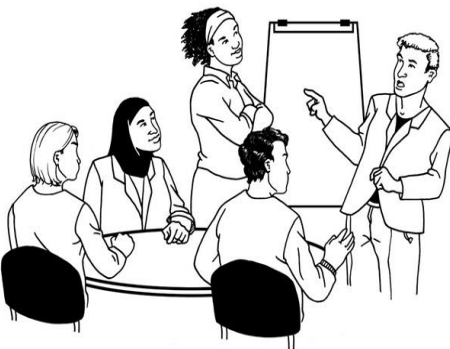
For the question, 'Is the service effective?', we think the service is **outstanding**



We saw people were given choices about their care.



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



Staff are supported to learn and receive training.

### 3. Is the service caring?



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



Staff gave people enough privacy.



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



People's equality and diversity was promoted and respected.

## 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 knew how to make a complaint if they were not happy.



People were helped to keep in touch with their families and friends.

## 5. Is the service well-led?



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



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



People were regularly asked for their views of the service.



Staff worked with other agencies to achieve good outcomes for people.



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