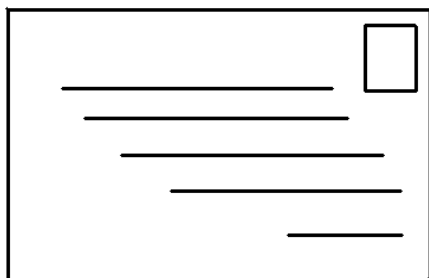


# What we think about Weymouth Office

## Easy read report



### Address:

Unit A2  
83 Lynch Lane Weymouth  
DT4 9DN

01395750403

[www.ebht.org.uk](http://www.ebht.org.uk)

# 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).

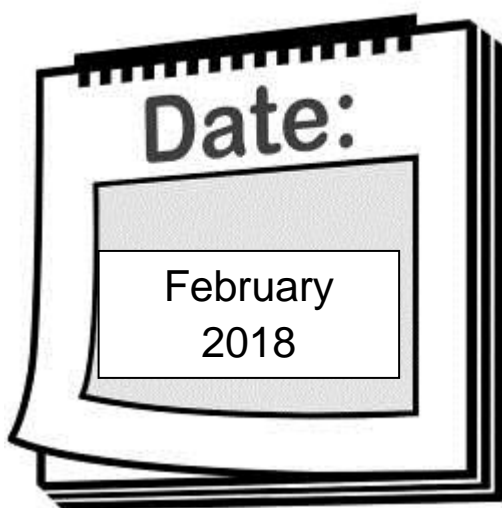
We then give the service ratings (or scores) of:

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

## About this service



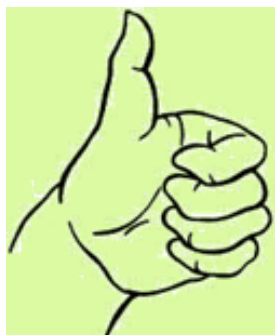
Weymouth office provides support to people living in their own homes. When we visited they were supporting 26 adults who received help with personal care.



**We checked this service on:**

22 and 26 February 2018

## What we think about this service



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

## 1. Is the service safe?



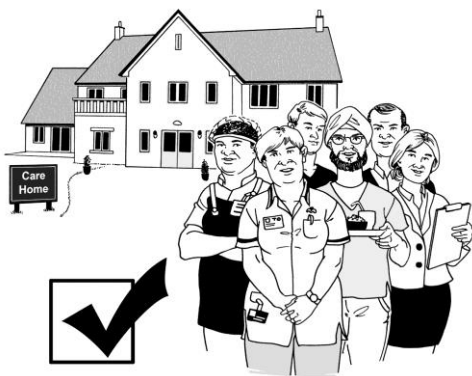
For the question, 'Is the service safe?', we think the service is **good**



Staff knew how to keep people safe from harm.



Staff helped people with their medicines



There were enough staff to support people well.

## 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.



Staff helped people to make their own choices.



Staff got training to help them do their job properly.



Staff followed the law when keeping people safe.



### 3. Is the service caring?



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



Staff gave people enough privacy.



People got information in a way they could understand.



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

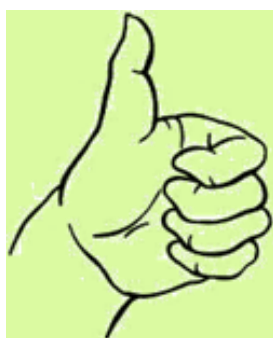


Staff were friendly and caring.



People were helped to be independent.

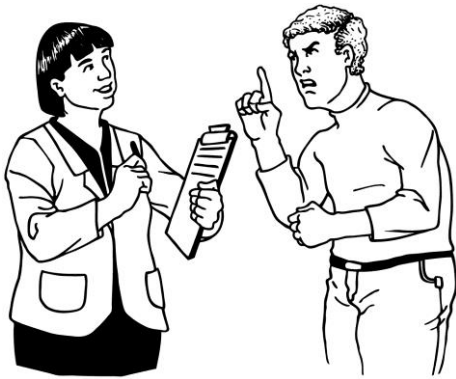
## 4. Is the service responsive?



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 knew how to make a complaint.



Care plans were well laid out



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

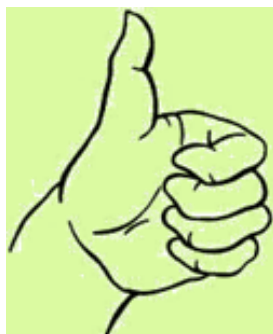


Staff took time to explain things to people.



Staff asked people what they thought of the service.

## 5. Is the service well-led?



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



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



There was a reliable staff team



People and their families were asked what they liked and disliked about the service.



Staff are supported to learn and receive training.



Staff told us the manager was  
easy to talk to.



## 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)