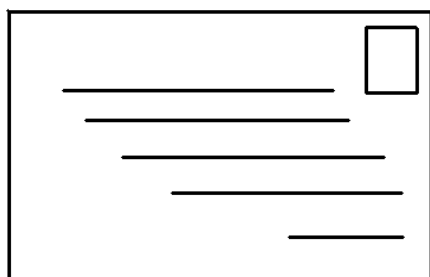


What we think about

# Shared Lives Service

Easy read report



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# 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



Shared Lives provided support to 94 people.

There were 56 shared lives families providing respite care or long term care.



### We checked this service on:

11 June 2019

14 June 2019

18 June 2019

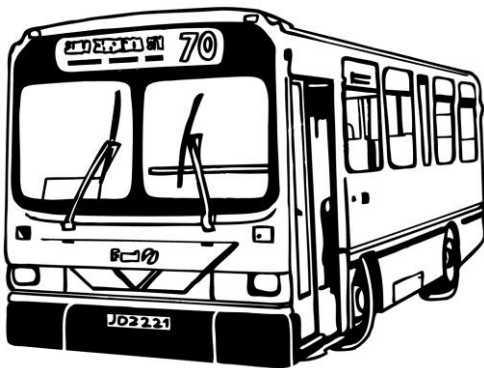
20 June 2019

## 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.**

People were helped to be independent by planning ahead.

People were kept safe from harm.

People received their medicine safely.

## 2. Is the service effective?



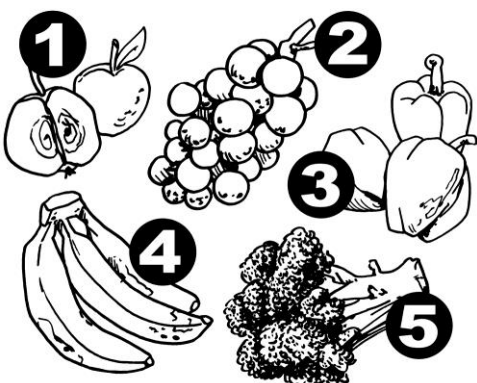
For the question, 'Is the service effective?', we think the service is **outstanding**



People were involved in decisions about their care.



People were supported to see the doctor when they needed to.



People were encouraged to eat healthy food.

### 3. Is the service caring?



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



People had privacy.



People chose what they wanted to do.



People and shared lives carers lived together as families.

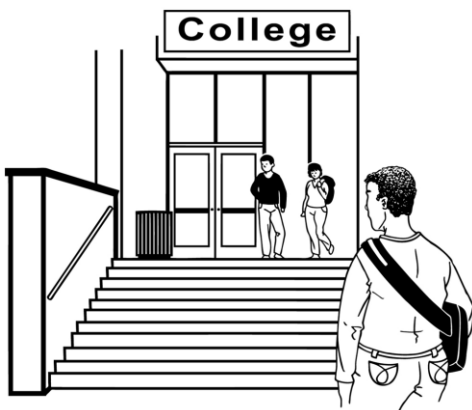
## 4. Is the service responsive?



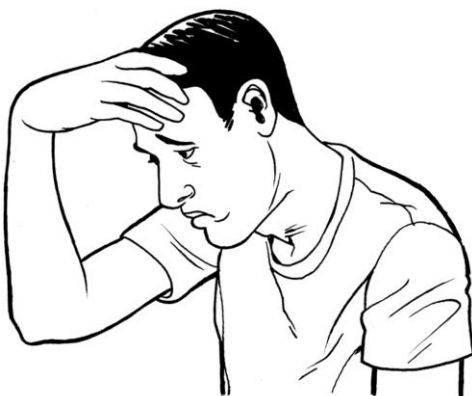
For the question, 'Is the service responsive?', we think the service is **good**



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



People were supported to be independent.



People could talk to staff or shared life carer if they were worried.



## 5. Is the service well-led?



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



Staff gave shared lives carers lots of support.



Staff and shared lives carers received regular 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](mailto:enquiries@cqc.org.uk)**