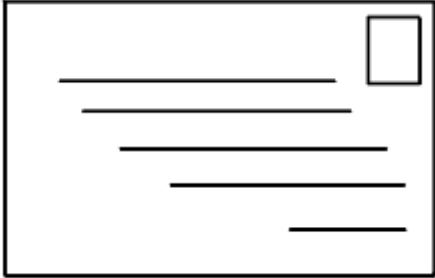


What we think about LDC Supported Living

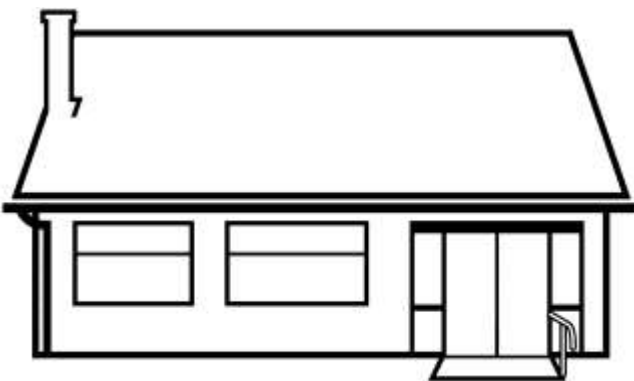
Easy read report

	<p>Address:</p> <p>11 The Glenmore Centre Shearway Business Park Pent Road Folkestone CT19 4RJ</p> <p>Phone: 01303 276000</p>
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Date the inspection was done:

13 August 2014



LDC Supported Living provides personal care for people with a learning disability, who live in their own accommodation.



About the Care Quality Commission



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

We checked to see whether the service given by LDC Supported Living is safe, caring, meets people's needs gives good results and is managed well.



Here is what we found.

The five questions we ask about services and what we found



Is the service safe?



The service was safe.

There were enough staff to meet people's needs.



People were helped to take risks safely.



Staff were trained in preventing abuse and keeping people safe.



Staff knew how to help people make decisions.



Does the service give good results?



The service gave very good results.

People were involved in planning their care and support.

Staff understood people's needs and listened to people.



Some people had used an advocate to help them make choices.



People had help with eating and drinking. Some people had seen a dietician to advise them on what they

should eat and drink.



Is the service caring?



The service was caring.

Staff were caring and gave people help when they needed it.



Staff treated people with respect.



Does the service meet people's needs?



The service met people's needs.

People had care plans that staff understood and followed.



People enjoyed activities and going out with staff.



Is the service managed well?



The service was well managed.

Staff knew how to care for and help people.



The manager made sure there was enough staff to meet people's needs.



People knew how to complain if they were not happy.

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