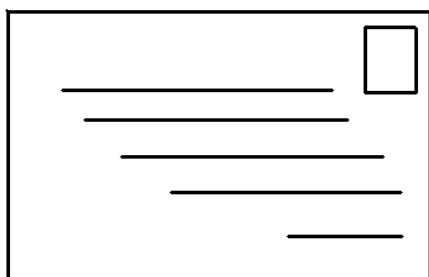


What we think about Greenwich Mencap

Easy read report



Address:

Greenwich Mencap
The Movement Unit 4 Hopyard
Studios
13 Lovibond Lane
Greenwich
London
SE10 9FY

Phone:

02083052245

About the Care Quality Commission



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

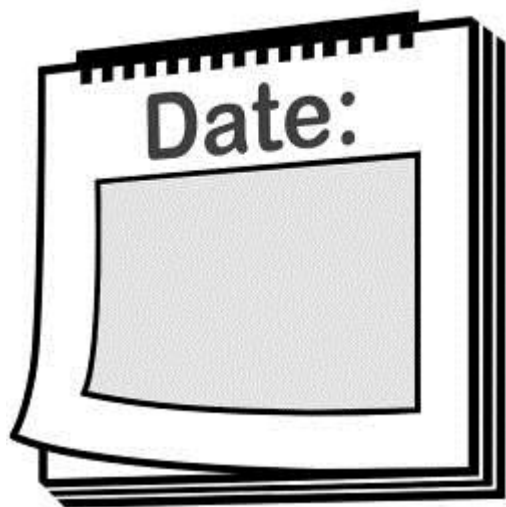
Our job is to check if every care service is:

- **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



Greenwich Mencap provides a diverse range of support services including domiciliary care support for adults and children with learning disabilities and their families in the Royal Borough of Greenwich. The service aims to promote people's independence and well-being encouraging involvement within the community, as well as providing respite services for families.

We checked this service on:

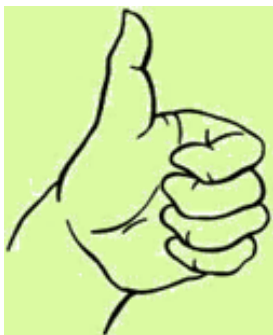
21 June 2017

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.

2. Is the service effective?



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

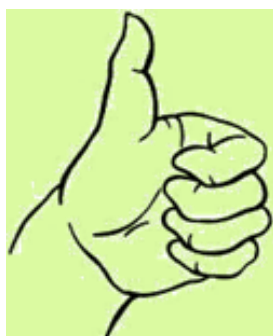


We saw that people were asked if they agreed with decisions about their care.



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

3. Is the service caring?



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

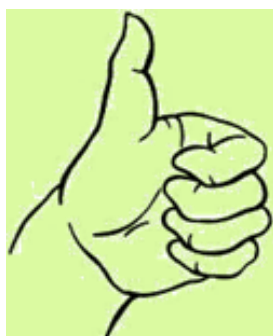


Staff gave people enough privacy.



People were able to choose where to go.

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.

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.



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**