

# What we think about Better Lives (Northants) LTD

## Easy read report summary



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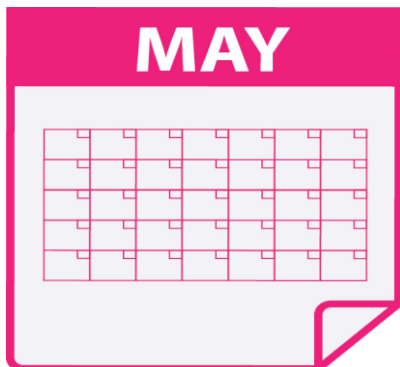
This service is a home care service and supported living service for people with learning disabilities and autistic people.

# About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

## What we think about this service



We checked this service on 11, 14 and 18 July 2023.



We think this service is good.

# 1. Is the service safe?



For the question, 'Is the service safe?' We think this service is good.



People's risks had been assessed to identify what could be put in place to keep them safe.



People told us they felt safe and could talk to the registered manager or staff about any worries.



There were enough staff to support people to stay safe.

People got their medicine and tablets safely.

## 2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service is good.

People got medical help when they needed it.

People were supported to eat and drink enough.

Staff had the right skills and training to support people.

### 3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think this service is good.

People were supported by staff who respected their day to day choices.

People had their own space and staff respected this.

People could do things by themselves if they wanted to. They were supported by kind and caring staff.

## 4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service is good.

People and those important to them like their family, were included in planning their care if they wanted them to be.

People received person-centred care, because staff knew how they wanted their care to be given.

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

People told us they would speak with staff if they had any worries.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', which means do managers run the service well, we think this service is good.

The manager made regular checks to make sure people are kept safe.

People had meetings with staff to talk about how their support could get better.

People told the manager what worked well for them and what needed to be improved. The manager listened and made changes to improve people's care.





The service worked well with other organisations.

## What happens next?



We have not asked this service to make any changes.



We will go back to check this service again.

# How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

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

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.