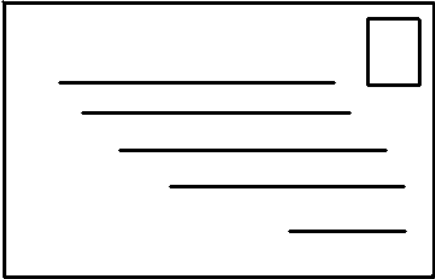



# What we think about IAS

## Easy read report

	<p><b>Address:</b></p> <p>IAS</p> <p>65 Chorley Road</p> <p>Swinton</p> <p>M27 4AF</p>
	<p><b>Date the inspection was done:</b></p> <p>31/10/2013</p>
	<p>IAS is part of a large organisation that provides support services for adults whose primary need for care is due to their learning disability throughout the North West. Support is provided for</p>

# Introduction

people, with varying complexity of needs, who choose to live alone or who share a home with others. IAS 65 Chorley Road provides support to people living in Salford and Trafford.



If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61**

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



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



Services have to ask to be on one of our lists so they can offer care to people.

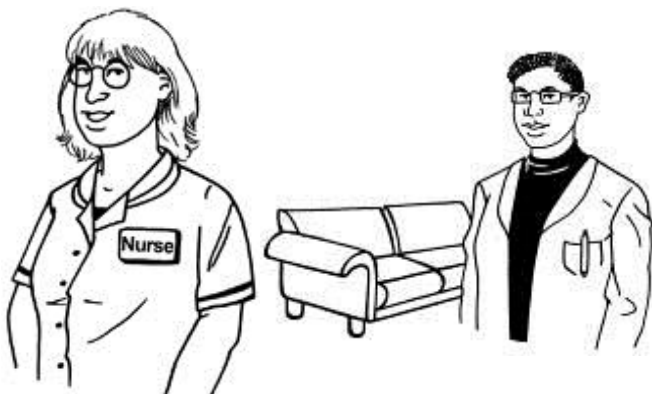
Being on our list means we check them to make sure they keep doing things right so people feel safe.



## How we checked IAS



We asked people and their supporters for their views.



We asked people who know the service, such as social workers and nurses, what they thought.



We asked friends and family of people who use the service what they thought.



We asked staff and managers for their views.



We looked at policies, records and care plans.



We watched to see how staff treated people using the service.



We thought about what we learnt.

We decided what IAS was doing right and what it was not doing well.

# What we found out about IAS



## What they were doing right at IAS



Before a person receives support from IAS their needs are checked.



The person and people important to them are asked what they think.



IAS gives people information about what support to expect in a way they understand.



Staff listen to what people say about the care they get.



Staff help people to make healthy living choices.



People were given support to eat healthy food they wanted.



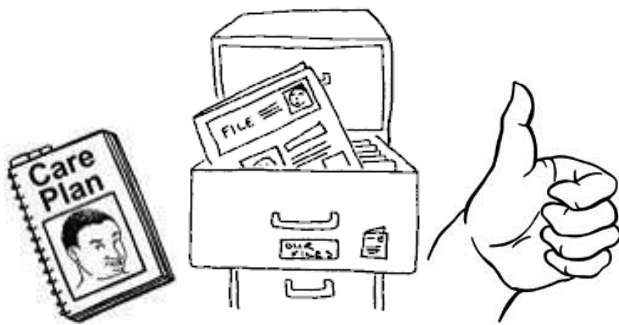
Patients got the help they needed to learn how to be independent and care for themselves.



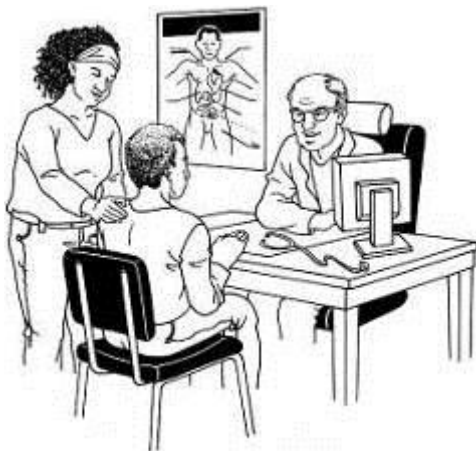


People had access to an **advocate**.

An **advocate** is someone who speaks up for you.



People's care plans and other records were up to date.



People got support to see the doctor and other people they need to see.



People had Health Care Plans that said what care they needed.



People were usually able to choose what activities they would like to do.

Activities took place regularly outside.



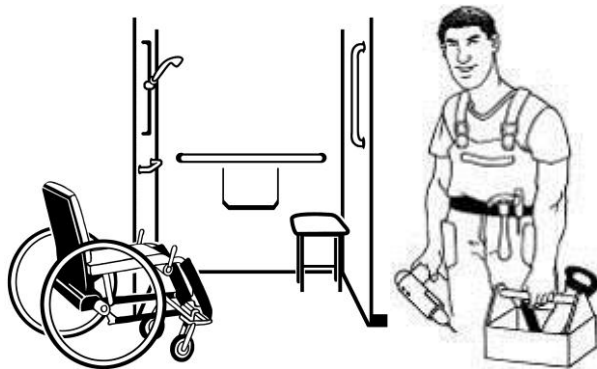
Staff helped make people feel safe.



IAS uses other professionals to keep people safe when they need to.



People got the right care and support in a safe way.



Staff made sure equipment was safe.



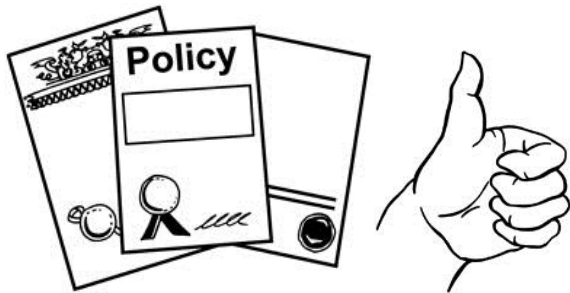
People know who to tell if they don't feel safe.



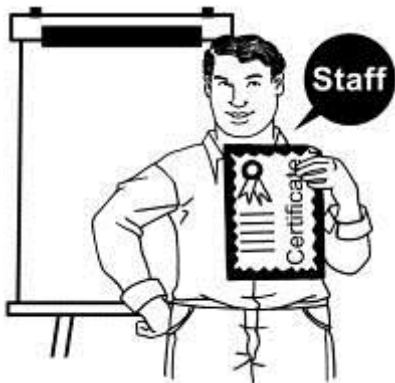
Staff get training to make sure they meet peoples needs in the best way.



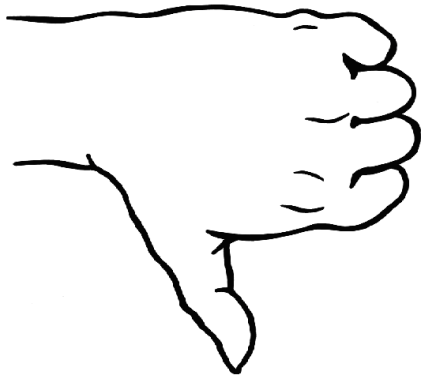
Staff help people to make healthy living choices.



The owner often checked IAS to make sure care was good and people were safe.

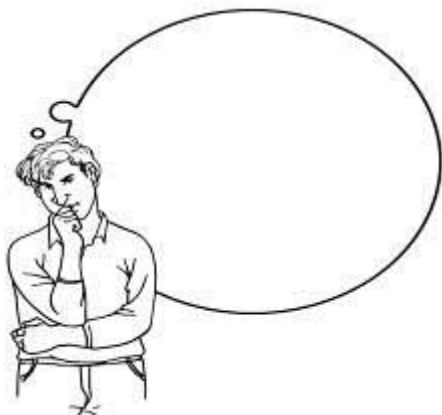


The owner checked all staff IAS.



**What IAS was not doing well**

**We did not find any areas for concern during this inspection visit.**



## **What will happen next**



IAS is meeting the government standards about quality and safety. We will go back to check this again in the future.