La tyand Market Manage ent ea



Service / Scheme Details

Company:		
Service / Scheme Name and	!	
address:		
Service Representation		

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tandard One People w o use t e service experience outco e focussed person centred care

People who receive a care service receives outcome focussed person-centred care, which considers their choices and preferences. Care is provided in a positive risk-taking environment, which supports people to make decisions regarding their care.

-.- Do people have a person/centred/ positive behavio! ral s! pport plan that has been revie) ed in line) ith their assessed needs or) hen there is a chan%e in needs. People and / or families / advocates are involved in the pr

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6	People ar	e s! pported thro! %h all sta%es of life by staff respectin% their choices and preferences+
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tandard wo Keep ng Peopte afe

People are protected from abuse or the risk of abuse, including financial abuse and the safe handling of their medication. People are supported and needs are met in line with MCA and DoLs / DoLiC requirements.

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tandard ree People w o use services are supported by co petent staff

People are supported and cared for by competent staff who are suitably recruited and sufficiently inducted

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Positive Feedback

- Support plans are person centred and provide detailed information about the person's routines and preferences while at the centre
- Staff spoke positively of their experience of working at the day service and said that they felt supported by the management team.

Sign Off

Quality and Contracts Manager