

## ADASS EAST Supported Living Services for Harpenden Mencap Domiciliary Service



Overall Rating



Assessment Completed 04/09/2019

### Domains

1. Involvement and Information	Good	★★★★☆
2. Personalised Care and Support	Excellent	★★★★★
3. Safeguarding and Safety	Good	★★★★☆
4. Suitability of Staffing	Good	★★★★☆
5. Quality of Management	Good	★★★★☆

### Address

Harpenden Mencap Domiciliary Service, 19 Douglas Road  
01582460055

### Provider

Harpenden Mencap

### Parent Company

Harpenden Mencap Society

### Services

- Caring for adults under 65 yrs
- Learning disabilities

### Standards

1. Respecting and Involving Service Users	Good	★★★★☆
2. Consent	Good	★★★★☆
3. Care and Welfare of Service Users	Good	★★★★☆
4. Meeting Nutritional Needs	Good	★★★★☆
5. Co-operating with other Providers	Excellent	★★★★★
6. Safeguarding People who use the Service from Abuse	Good	★★★★☆
7. Cleanliness and Infection Control	Good	★★★★☆
8. Management of Medicines	Good	★★★★☆
9. Safety and Suitability of Premises	Good	★★★★☆
10. Safety, Availability and Suitability of Equipment	Good	★★★★☆
11. Requirements Relating to Staff Recruitment	Good	★★★★☆
12. Staffing and Staff Deployment	Good	★★★★☆
13. Staff Support	Good	★★★★☆
14. Assessing and Monitoring the Quality of Service Provision	Requires Improvement	★★★☆☆
15. Using Information and Dealing with Complaints	Good	★★★★☆

