

ADASS EAST Supported Living Services for Hand in Hands

Overall Rating



EXCELLENT



Assessment Completed 03/05/2022

Domains

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

Address

Hand in Hands, Unit 5, Devonshire Business Centre, Works Road, Letchworth, Hertfordshire

Provider

Hand In Hands Ltd

Parent Company

Services

- Learning disabilities

Standards

1. Respecting and Involving Service Users	Excellent	★★★★★
2. Consent	Good	★★★★★
3. Care and Welfare of Service Users	Excellent	★★★★★
4. Meeting Nutritional Needs	Excellent	★★★★★
5. Co-operating with other Providers	Excellent	★★★★★
6. Safeguarding People who use the Service from Abuse	Excellent	★★★★★
7. Cleanliness and Infection Control	Excellent	★★★★★
8. Management of Medicines	Excellent	★★★★★
9. Safety and Suitability of Premises	Excellent	★★★★★
10. Safety, Availability and Suitability of Equipment	Not Assessed	
11. Requirements Relating to Staff Recruitment	Excellent	★★★★★
12. Staffing and Staff Deployment	Excellent	★★★★★
13. Staff Support	Excellent	★★★★★
14. Assessing and Monitoring the Quality of Service Provision	Excellent	★★★★★
15. Using Information and Dealing with Complaints	Excellent	★★★★★

