

What we think about

CCS Home Care (Hillingdon)



Easy read report summary

Please print each page on one side of paper



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This service is a home care service which provided reablement and long-term care in a person's home. At the time of the assessment, they supported 336 people including people with a learning disability and autism.

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
16 February 2026



We think this service is good.

1. Is the service safe?



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



Staff knew how to keep people safe from danger and reported concerns properly.



People told us they felt safe. Staff knew how to help people be safe from danger while they made choices about their care.



Staff helped people move between services safely.



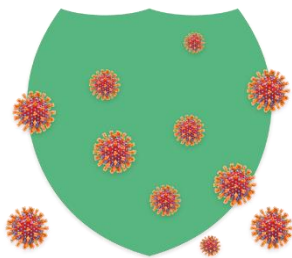
Checks were done to make sure people's homes and equipment were safe.



People were supported by enough staff.



Staff were recruited safely.



People were safe from getting infections.



People got their medicines safely.



Managers and staff learnt from mistakes.
This helped people to feel safe.

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.

[Staff involved people in working out what care and support they needed. This was checked regularly.

People were helped to make choices about their care.

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 could do things by themselves if they wanted to.

Staff respected their choices.

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 were treated fairly.

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 service aimed to give people good care all the time. Everyone worked to do this.

People knew who was in charge of the service. People said the manager was good.



People were listened to when they said something was wrong.



Managers treated staff well.



There were regular checks to make sure the service worked well.



Staff and managers worked with other services to provide good care.



Managers and staff kept learning and making the service better.

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

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.