

C&M Community Services (OP) v1.1 for Professional Carers

Overall Rating



EXCELLENT

Assessment Completed 14/05/2025

Domains

Name	Rating
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	Good ★★★☆☆

Standards

Name	Rating
1. Respecting and Involving Service Users	Excellent ★★★★★
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	Excellent ★★★★★
11. Requirements Relating to Staff Recruitment	Good ★★★☆☆
12. Staffing and Staff Deployment	Excellent ★★★★★
13. Staff Support	Good ★★★☆☆
14. Assessing and Monitoring the Quality of Service Provision	Good ★★★☆☆
15. Using Information and Dealing with Complaints	Good ★★★☆☆
16. Records	Good ★★★☆☆

