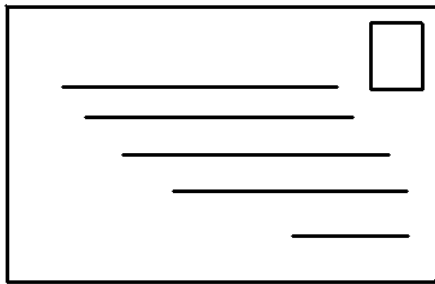


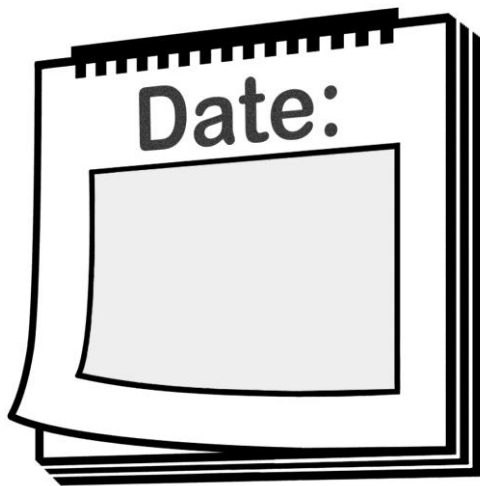
# What we think about The Ormerod Trust



The Oremerod T  
2 Headroomgate  
Lytham St Ann  
Lancashire,  
FY8 3BD.

Phone Number

01253 723513



**Date the inspection was  
done:**

20<sup>th</sup> June 2014



The Ormerod Trust provides support services to people living in their own homes.



**About the Care Quality  
Commission**



We are an organisation called the Care Quality Commission (CQC).



We checked to see whether  
the  
services given by The  
Oremerod Trust are  
safe, are caring, meet people's  
needs,  
give good results and are  
managed well.

Here is what we found.

The five questions we ask about services and what we found



Is the service safe?

We found that the service keep people safe.  
The staff were caring.  
When people felt unsafe, then the staff helped people properly.



Is the service effective?

People told us that the staff supported them properly.  
People told us the staff knew about their needs and helped them to live active lives.



Is the service caring?

The staff were found to be caring.  
People told us that they trusted the staff.  
Staff were seen to help and support people in the ways that they wanted to be supported.



Does the service meet people's needs?

People told us that their needs were met.  
People were found to lead

their lives in the ways that they wanted to.

Is the service managed well?



The staff and managers ran the Trust for the benefit of the service users.

What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

## Getting in contact with us



If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

Email:

[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)