

## Surrey CC Community based services (HBC) Nov 23 for Luv To Care Ltd



GOOD

Assessment Completed 20/05/2024

### Domains

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

### Standards

Name	Rating	
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	Good	★★★★★
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	Excellent	★★★★★
10. Safety, Availability and Suitability of Equipment	Good	★★★★★
11. Requirements Relating to Staff Recruitment	Good	★★★★★
12. Staffing and Staff Deployment	Requires Improvement	★★★☆☆
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	★★★★★

