

# OneNineFive

## Outstanding transition service



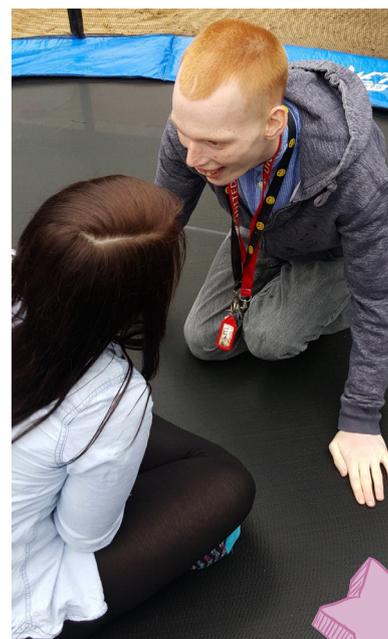
*OneNineFive is a home for people with complex difficulties and challenges that require specialised 'person centred' support in a caring yet productive environment. Our aim is to enable the young adults to learn practical life skills and take part in a range of community and home based activities, enabling their progress and transition towards a more independent life.*

### **OneNineFive Provide an 'Outstanding' Service to its Residents**

*Jamie Thomas, Registered Manager at One Nine Five and his team celebrated achieving an 'Outstanding' grade at their CQC inspection in July. The Inspectors found the safety, effectiveness and caring nature of the home Good but found that since their last inspection the responsiveness of the home had improved to outstanding due to the innovative approaches used to plan peoples care with them and their families. This means the home is able to demonstrate consistent focussed support which had resulted in positive outcome for the residents. The inspector commented on how people living at 195 lead interesting lives and gain skills which increase their independence. The homes fast and effective response to complaints was also praised by the inspectors as this led to excellent service improvement.*

*The leadership of the service was also graded as outstanding. The inspectors praised the staff for their commitment to developing people skills and helping them to reach their goals and the innovative approaches used by staff to ensure residents were given a choice and their opinions are heard in the development of the service. Staff were also able to demonstrate a strong knowledge of regulations and policy whilst the leadership team were commended for their strong leadership skills and their good communication and collaboration with the community and other professionals to the benefit of the service users.*

**Read the full inspection report at [senadgroup.com/oneninefive](http://senadgroup.com/oneninefive).**



*"Staff understood different people's needs and ensured that they took this into account when planning support so that everyone had equal opportunities to participate. One member of staff had been given a champion role to promote peoples welfare and advocate on their behalf. They told us 'Everyone has their voice and opinions. We have a range of people; some like a good chat and others have limited verbal communication. However, all of them work really hard to ensure that we hear their opinion. It is our duty to understand that and share it on their behalf' ."*



**CQC Inspection July 2018**