




ADASS EAST Community Services (OP) v23.2 for Norvic Healthcare Anglia

















GOOD

Assessment Completed 24/05/2024

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 People Accessing the Service	Good 
2. Consent	Good 
3. Care and Welfare of People Accessing the Service	Good 
4. Meeting Nutritional Needs	Good 
5. Co-operating with other Providers	Not Assessed
6. Safeguarding People who access the Service from Abuse	Good 
7. Cleanliness and Infection Control	Excellent 
8. Management of Medicines	Good 
9. Safety and Suitability of Premises	Good 
10. Safety, Availability and Suitability of Equipment	Good 
11. Requirements Relating to Staff Recruitment	Good 
12. Staffing and Staff Deployment	Good 
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 