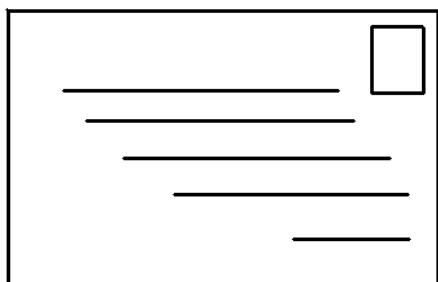


# What we think about SoLO Life Opportunities

Easy read report



**Address:**

38 Walnut Close  
Chelmsley Wood  
Birmingham  
West Midlands  
B37 7PU

**Phone:**

01217793865



**Date the inspection was done:**

20 November 2015



This is a service that offers personal care support for 3 people and supports another 32 people in other ways.



## Commission



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

We checked to see whether the service given by SoLO Life Opportunities is safe, caring, meets people's needs gives good results and is managed well.

Here is what we found.



### The five questions we ask about services and what we found



### Is the service safe?



People are helped with their medicines but this does not need to be very often.



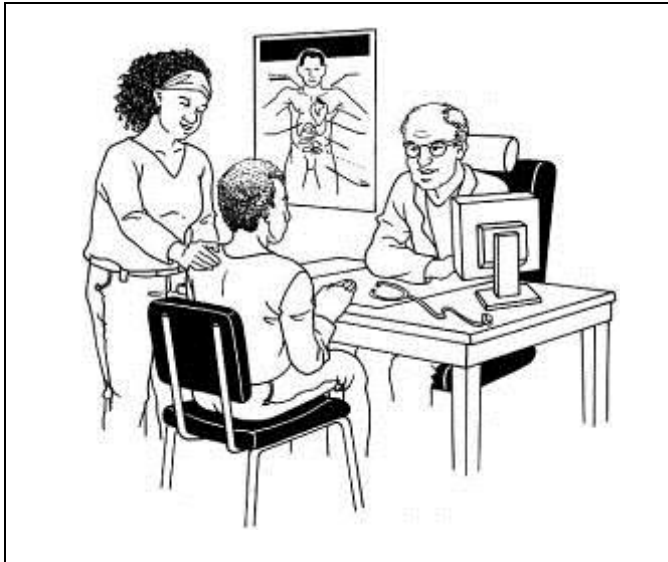
Personal assistants keep people safe as they know them really well. Sometime information is not written down about this.



Does the service give good results?



People are supported to eat healthy food and have drinks.



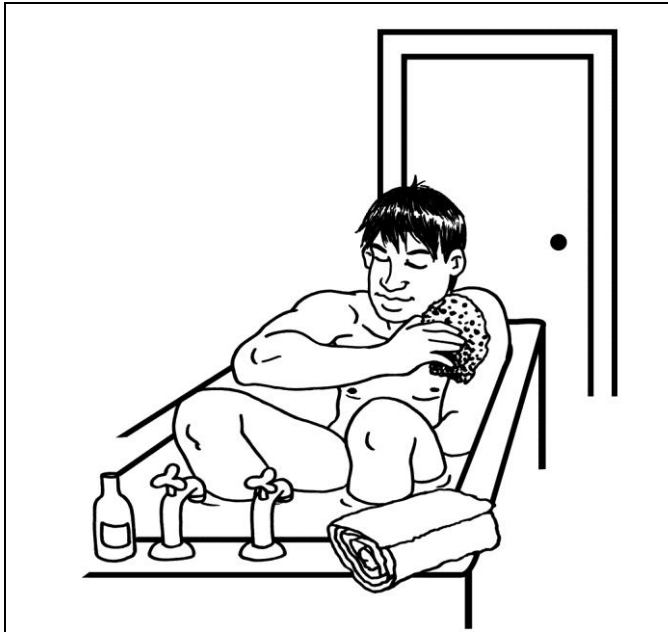
People get support to see the doctor and other people if they need to.



Personal assistants get training to make sure they can care for people well.



Is the service caring?



People are given private time when they want it.



Personal assistants are kind and caring to people and their families.



Does the service meet people's needs?



People and families are asked what they think about SoLO Life Opportunities.



Staff use other professionals to help keep people safe when they need to.



Is the service managed well?



The manager makes sure people, families and staff are looked after



## What happens next?



We have asked this service to make a small number of changes. 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)