



MacIntyre
Providing support...your way

Anvil Close, Streatham

Summary:

- Four large accessible flats - each home to three people
- Each flat has a shared bathroom, living room, kitchen and dining room
- The current housemates are ten gentlemen and one lady
- Available room is accessible and on the ground floor, sharing with two gentlemen in their 50's/60's
- Accessible paved garden at the back with raised flower beds
- Within walking distance of shops
- Use of adapted vehicle
- Rated Good with CQC



Staff demonstrated a good understanding of people's support needs but also about people's likes and dislikes, the things they enjoyed doing, their behaviours and how best to support them.

Relatives told us they were happy with the way that staff provided support to their family members and that this was always carried out in a respectful and dignified manner.

People told us that they were able to express their choices and lived their lives how they wanted.

We observed warm, caring interaction between people and staff. One relative said, "The carers know what makes him happy."

"People and relatives were happy with the culture within the service. One relative said, "I have good contact with staff and can phone and speak with [The registered manager] at any time."

People were supported to participate in their chosen social and leisure interests on a regular basis. One relative said, "He loves art and goes to art class once a week." Another said, "They take him out for a ride which he really enjoys."

