



MacIntyre
Providing support...your way

Monro Avenue,
Crownhill, Milton Keynes

Summary:

- Seven bedroom home, shared between 6 people
- The current housemates are two gentlemen and 4 ladies between 45-62 years old
- Available room is on the first floor
- Shared bathrooms and toilets
- Shared kitchen, dining room, lounge and conservatory
- Large communal garden with raised flower beds and summer house
- Within walking distance of shops and local amenities
- Use of adapted vehicle
- Rated Good with CQC



We saw staff engaged with people, responding to people's communication methods, recognising body language and gestures, that indicated how people were feeling, their wants and needs.

A relative said, "We are absolutely satisfied [relative] is receiving loving care; we are always made welcome when we visit."

People and relatives were involved in all aspects of decision-making about their care and support and staff could understand how people wanted their support to be delivered.

Staff provided care and support in a very caring and meaningful way. They knew the people who used the service very well and had built up kind and compassionate relationships with them

We observed staff treated people with dignity and respect and people were very relaxed and comfortable with the staff.

Staff could tell us in detail about each person they provided care for, their likes, dislikes, and activities they enjoyed doing. They described how they supported people to try new ventures and build on their confidence and independence

One staff member said, "[Registered manager] is very good at listening, she is very approachable, almost here every day and works her socks off."

