

What do the KLOEs mean to you?

The Care Quality Commission (CQC) inspects our registered support schemes. They check 5 Key Lines of Enquiry (KLOEs) to make sure that you receive good quality services.

At an Advance Collective meeting we asked what they KLOEs mean to you. This is what you told us...

You said 'Safe' means...



- Working fire alarms
- Safeguarding policies and procedures
- Well trained staff
- Staff having a criminal records check
- Trusting staff and the people you live with
- Being free from physical and emotional abuse
- Having an out of hours contact number for Advance

You said 'Effective' means...



- Supporting you to achieve your personal goals
- Getting support to manage your finances / benefits
- Feeling empowered
- Having a good support plan

You said 'Caring' means...



- Listening effectively
- Showing kindness
- Feeling empowered
- Having patience
- Being efficient

You said 'Responsive' means...



- Using assistive technology
- Having a complaints procedure
- Having an on call service
- Holding house meetings to talk about things with you
- Having suggestion boxes

You said 'Well Led' means...



- Happy staff
- Support is person centred
- Approved by the CQC
- Well organised
- There is good communication
- Staff have supervision
- Things are run efficiently
- Staff are punctual and on time