

# What we think about Thomas Edward Mitton House

## Easy read report

**Address:**

Belvoir Avenue  
Emerson Valley  
Milton Keynes  
MK4 2JA

**Telephone number:**

01908 504 778

This service is a care home for  
people with an aquired brain injury.  
Sixteen people can live here.

# About the Care Quality Commission



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

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

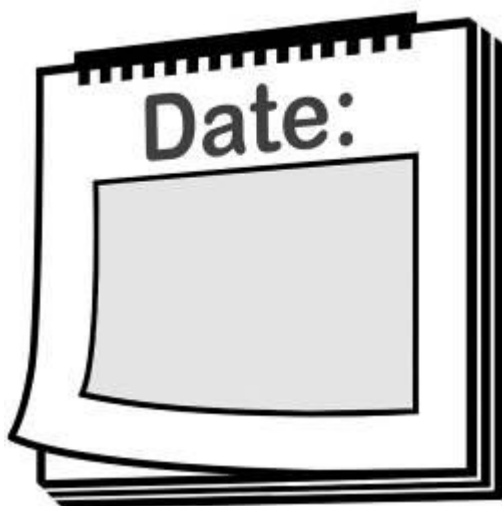
We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

## About this service



Thomas Edward Mitton House is a care home. When we visited, 11 people with an aquired brain injury were living there.



**We checked this service on:**

25 & 31 August 2021

## What we think about this service



Across all the areas we checked, we think this service **requires improvement**

## 1. Is the service safe?



For the question, ‘Is the service safe?’, we think the service **requires improvement**

Staff hadn’t always followed the rules and signed training information.



Sometimes staff did not know how to keep people safe from harm.



Sometimes staff did not know what areas to keep the disinfected.



Some areas of the building  
needed to be repaired and  
decorated to keep them safe.

## 2. Is the service effective?



We looked at this area on the last inspection. We thought it was Good and hadn't changed.

### 3. Is the service caring?



We looked at this area on the last inspection. We thought it was Good and hadn't changed.

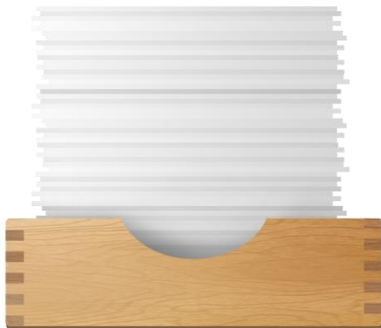
#### 4. Is the service responsive?



We looked at this area on the last inspection. We thought it was Good and hadn't changed.



## 5. Is the service well-led?

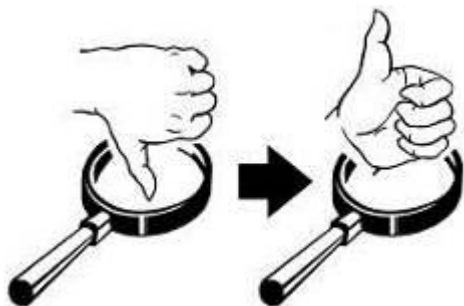


For the question, ‘Is the service well-led?’, we think the service **requires improvement**

Staff did not always have the correct paperwork to keep things safe.

Staff hadn’t always been told where to clean and disinfect the home and keep people safe.

## What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

## 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)**