

What we think about Orchid Lawns



Easy read report summary

Please print each page on one side of paper



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This service is a care home for people aged 65 and over. 24 people can live here.

About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

What we think about this service



We checked this service on
28 June 2021



We think this service requires improvement (meaning it needs to get better).

1. Is the service safe?



For the question, 'Is the service safe?', we think this service is requires improvement (meaning it needs to get better).

People's records had some gaps meaning staff did not have all the guidance they needed to help people.

People were not always kept safe as concerns were not always reported or acted on correctly.

People got their medicine and tablets safely.

People were protected from the risk of infection and COVID-19.

2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service requires improvement (meaning it needs to get better).

The building needing some new furniture and redecoration

There was still some work to be to improve systems when working with the GP surgery.

Staff needed to continue to develop their skills and knowledge in some areas.

3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think this service is good.

People were supported by staff who respected their choices.

People had their own space and staff respected this.

People could do things by themselves if they wanted to.

People were supported to spend time with people like husbands, wives, friends and families.

4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service requires improvement (meaning it needs to get better).

People's notes were difficult to understand and did not always record everything.

Sometimes, people did not get person-centred care, because staff did not know how they wanted their care to be given.

People were mostly able to choose what activities they wanted to do.

Staff listened to people if they wanted to talk or complain about something.

People could make choices about their end of life care.

5. Is the service well-led?



For the question, 'Is the service well-led?', which means does it meet people's needs, we think this service requires improvement (meaning it needs to get better).

People did not always feel that communication was at the right level.

The manager did not always report or act on incidents that put people at risk.

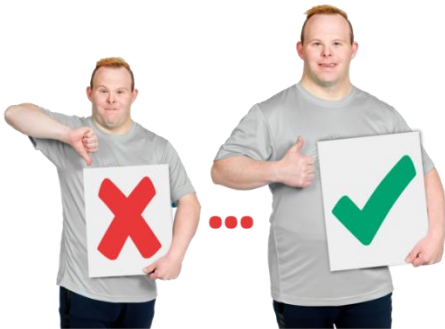
The improvement plan was not fully completed yet.

Staff felt more supported to do a good job by the new manager.



The service was working with other organisations to make things better.

What happens next?



We have asked this service to make changes and to tell us when they will do this.



We will continue to make checks on this service and inspect again when the time is right.

How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**

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