What we think about Willow House

Easy read report summary

Please print each page on one side of paper

Address:

229 Portland Road

Birmingham

B17 8LS

Telephone number:

0121 420 0210

Website:

www.cygnethealth.co.uk

This service is a care home with nursing for people with learning disabilities and autistic people. 8 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

09 December 2020

We think this service is good.

1. Is the service safe?

For the question, ‘Is the service safe?’, we think this service is good.

People were supported by enough staff.

People told us they felt safe because staff knew how to keep them safe from danger.

People got their medicine and tablets safely.

The service was using protective equipment, like gloves and face masks to keep people safe. Staff were going to have more training about protective equipment.

2. Is the service well-led?

For the question, ‘Is the service well-led?’, which means do managers run the service well, we think this service is good.

People knew who was in charge of the service.

The manager listened to people and staff.

The manager made regular checks to make sure people are kept safe.

People had meetings with staff to talk about how their support can get better.

The service worked well with other organisations.

What happens next?

We have not asked this service to make any changes.

We will go back to check this service again.

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**

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.