

What we think about

Bowden Derra Park Limited

Garden House



Easy read report summary

Please print each page on one side of paper



Address:

Polyphant

Launceston

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01566880340

Website:

www.bowdenderra.co.uk



This service is a care home for people with learning disabilities and autism.
14 people can live here.

About the Care Quality Commission



The **Care Quality Commission (CQC)**

checks if every health and social service gives good care to people.

We give each service a score of:

- Outstanding (meaning very good)
- Good
- Requires improvement (meaning it needs to get better)
- Inadequate (meaning very poor)

What we think about this service



We checked this service on
23 October 2019



We think this service is good.

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is good.



There were enough staff to care for people at this service.



Staff knew how to keep people safe.



Staff knew how to give people their medicine and tablets safely.

2. Does the service do its job well?



For the question, 'Does the service do its job well?', we think the service is good.



Shared areas in the building were not homely.



Staff asked people if they agreed with decisions about their care.



Staff talk to health professionals (like doctors) to make sure people get medical help when they need it.



Staff had the right skills and training to support people.

3. Is the service caring and supportive?



For the question, 'Is the service caring and supportive?', we think the service is good..



Staff supported and cared about people and respected their choices.



Staff gave people privacy. People had keys for their rooms.



Staff helped people to go to religious services if they wanted.



Staff respected peoples different communication.

4. Does the service meet people's needs?



For the question, 'Does the service meet people's needs?', we think the service is good.



Staff included people and the people important to them in planning their care.



Staff let people choose what activities they want to do.



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



Staff asked people about their choices in their end of life care.

5. Do managers run the service well?



For the question, 'Do managers run the service well?', we think the service requires improvement (meaning it needs to get better).

The kitchen had not been designed for people who used wheelchairs. This meant some people were unable to make food and drinks for themselves.

People knew who was in charge of the service.

The manager listened to people and staff.

The service worked well with other organisations and had good links in the community.

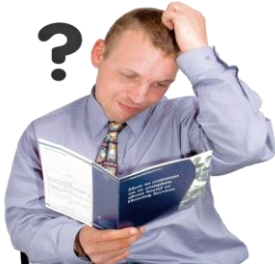
What happens next?



We have not asked this service to make any changes.

We will go back to check this service again in the future.

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.