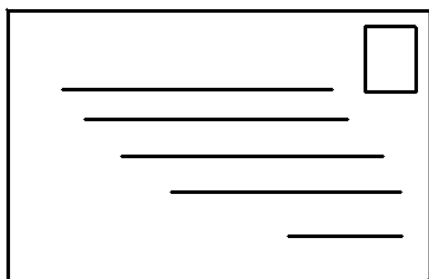


# What we think about The Glen

## Easy read report

**Address:**

The Glen

162 Folkestone Road

Dover

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CT17 9SN

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01303 276000

# 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



The Glen is a care home. When we visited, six residents with learning disabilities were living there.



**We checked this service on:**

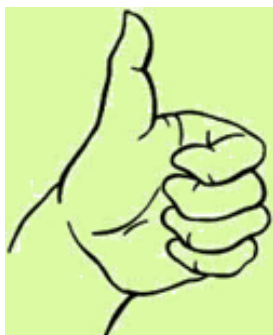
4 July 2018

## What we think about this service



Across all the areas we checked, we think this service is **outstanding**

## 1. Is the service safe?



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



Staff knew how to keep people safe from harm.



Staff knew how to keep the service clean.



Staff knew how to give people their medicine safely.

## 2. Is the service effective?



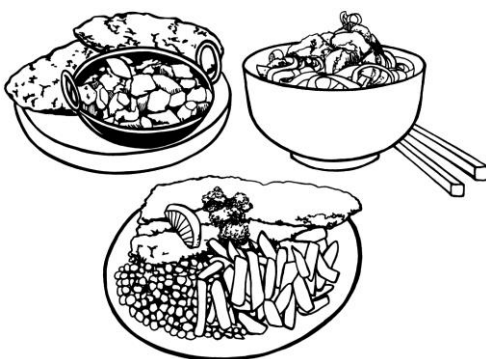
For the question, 'Is the service effective?', we think the service is **good**



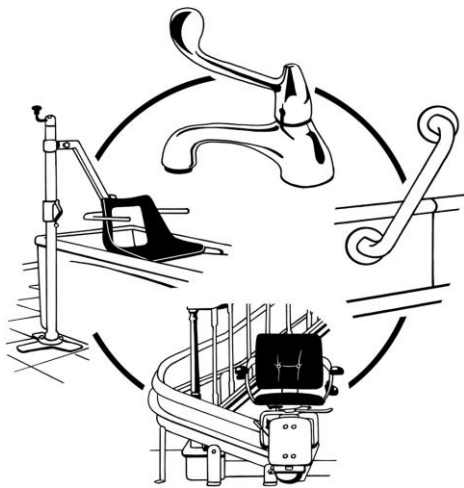
We saw that people were asked if they agreed with decisions about their care.



Staff talked to doctors to make sure people got medical help when they needed it.



People chose what they wanted to eat and drink.



Adaptions had been made to the building to meet peoples needs.



People were supported to make their own decisions.



Peoples families were also involved in supporting people to make decisions in their best interests.

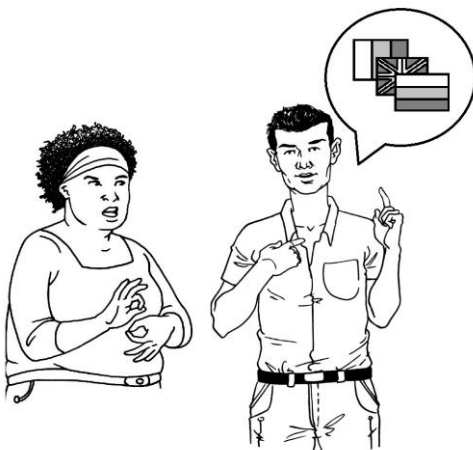
### 3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **outstanding**



Staff cared for people.



People were supported to share their views and make decisions about their care and support.



Staff gave people enough privacy.



People were able to choose where to go if they wanted to be on their own.



## 4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**

People decided how they would like to be supported.

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

People were always helped to keep in touch with their families.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **outstanding**



The manager ensured that people were provided with the right care and support.



People and staff had meetings to talk about how things at the service could improve.



Staff are supported to learn and receive training.

## What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

## 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)**