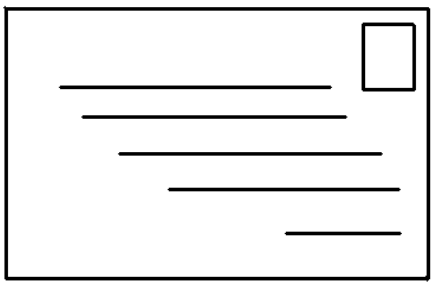
What we think about Brooke House

Easy read report



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Brooke House

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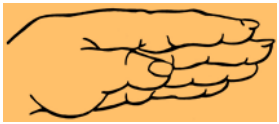
About the Care Quality Commission



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

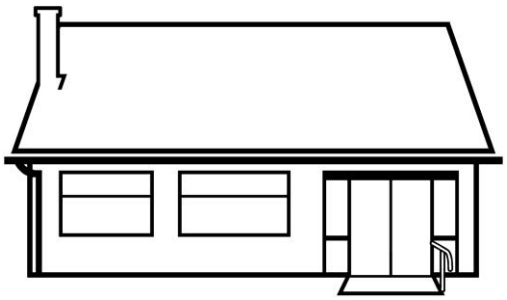
Our job is to check if every care service is:

- **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



Brooke House is a home for people with mental health or learning disabilities. When we visited, there were 5 people living there.

We checked this service on:

05 and 06 September 2018

What we think about this service

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

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.

Staff knew how to keep the service clean.

Staff helped people to take 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 given choices about the support they received.

People got help to go to the doctor, dentist and optician when they needed to.

Staff helped people learn new things, like cooking and managing their money.

3. Is the service caring?

For the question, ‘Is the service caring?’, we think the service is **good**

Staff gave people enough privacy.

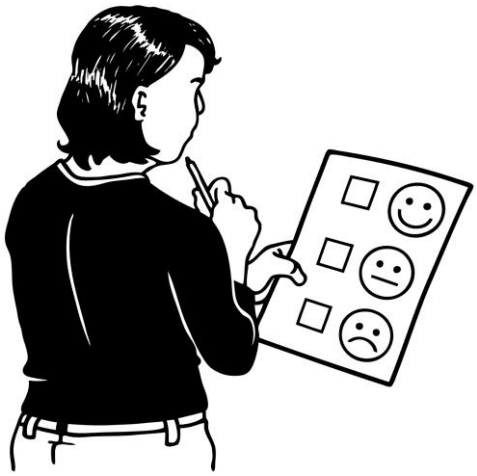
Staff were friendly and knew people very well.

4. Is the service responsive?

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

People could choose what activities they wanted to do and staff helped people to get a job.

Peoples’ diversity was celebrated and staff helped people explore their culture.



People could tell staff what they thought.

5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think the service is **good**

The managers looked at the building and the care every month to see if things could be done better.

Managers helped staff learn and improve the way they supported people.

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**