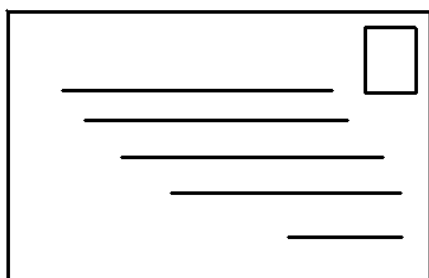


# What we think about Shalom

## Easy read report



### **Address:**

Shalom

1 Pen Close

Manor Lane

Baydon

Marlborough

SN8 2JD

### **Phone:**

01672 541351

# 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).

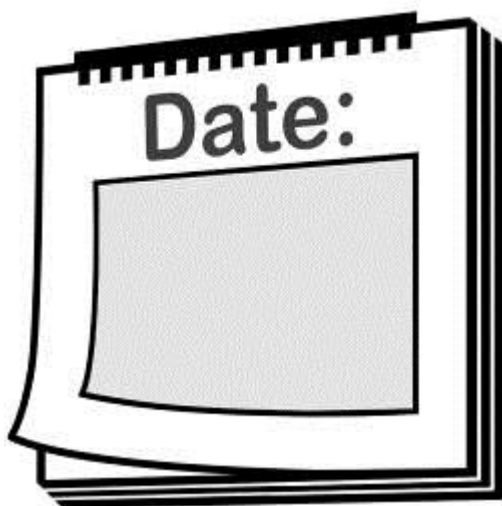
## About this service



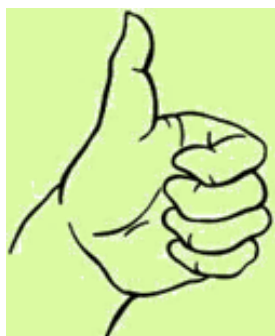
Shalom is a residential care home providing accommodation and personal care. When we visited, four people with a learning disability were living there.

**We checked this service on:**

10 April 2018

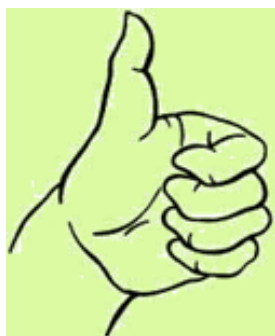


## What we think about this service



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 from harm.



Staff knew how to keep the service clean.



Staff knew how to give people  
their medicine safely.

## 2. Is the service effective?



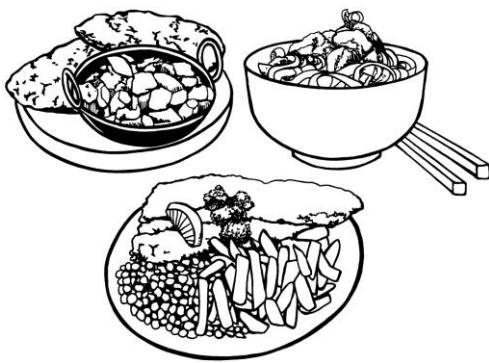
For the question, 'Is the service effective?', we think the service is **good**



We saw that people were asked before care was given.



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



People were supported to eat a balanced diet. People were supported to eat their favourite foods.

### 3. Is the service caring?



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

Staff gave people enough privacy.

People were able to choose where to go if they wanted to spend their time.





Staff knew people well and treated them in a kind and caring manner.

## 4. Is the service responsive?



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

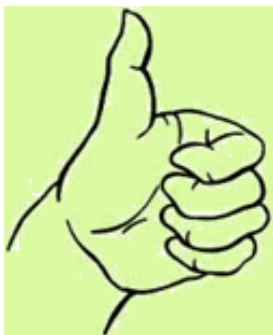


People were able to choose what activities they wanted to do.



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

## 5. Is the service well-led?



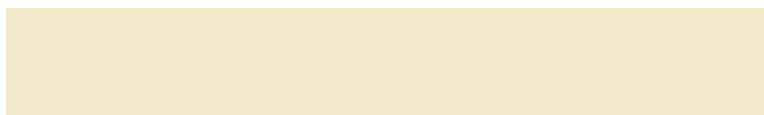
For the question, 'Is the service well-led?', we think the service is **good**



Staff had meetings with the registered manager to talk about how things at the service could improve.



Staff were 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)**