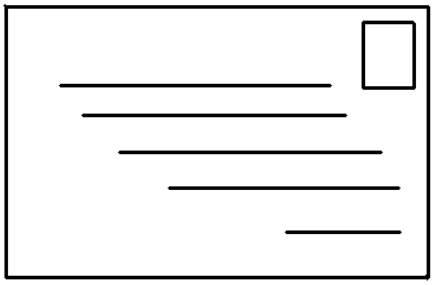
What we think about Holly Tree Cottage

Easy read report



Address:

Holy Tree Cottage

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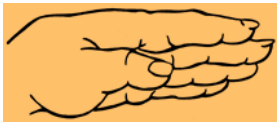
TA8 2JQ

Phone:

01934429448

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:

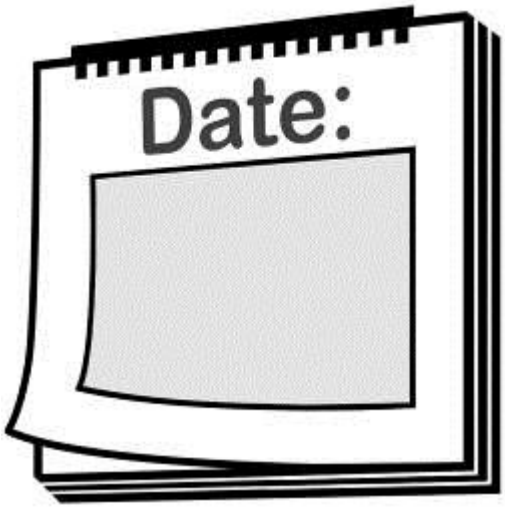
- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

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

Holly Tree Cottage is a care home supporting people with learning disabilities. When we visited,five people were living there.



We checked this service on:

2 and 3 August 2017

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 give people their medicine safely.

There were enough staff to meet people’s needs.

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 supported people to get medical help when they needed it.

Staff were supported to learn and received enough training.

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 be on their own.

4. Is the service responsive?

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

People were supported to follow their interests and take part in social activities. The service used innovative ways to ensure people lived fulfilling lives.

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 regular meetings to talk about how things at the service could improve.

Systems to monitor the service were effective at ensuring shortfalls in the service were rectified.

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**