# What we think about The Lodge

## Easy read report

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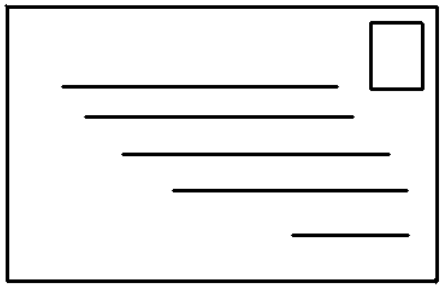
|  | **Address:**<br><br>Portway<br><br>Langport<br><br>Somerset<br><br>TA10 0NQ<br><br>**Phone:**<br><br>01458 252543 |
| | **Date we did the inspection:**<br><br>17 June 2016 |

The Lodge is a care home.

When we visited, one person with a learning disability and sensory impairment was living there.

# About the Care Quality Commission

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

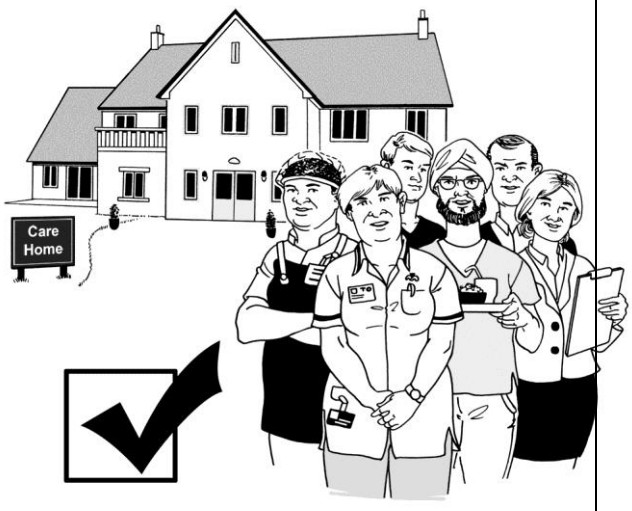
We checked to see whether the service given by The Lodge is safe, gives good results, caring, meets people's needs, and is managed well.

Here is what we found.

# We ask five questions about services and this is what we found

## Is the service safe?

We gave this service a score of ‘good’.




There was enough staff to support people and keep them safe.

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| | Staff knew how to keep people safe from harm. |
| | Staff knew how to give people their medicine safely. |

## Does the service give good results?

We gave this service a score of ‘good’.

Staff were trained to give people the care and support they needed.

Staff made sure people got medical help when they needed it.

Staff respected people's choices and decisions.

Where people were unable to make certain decisions their human rights were protected.

People had enough to eat and drink.

People had a choice of meals and a balanced diet.

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| | **Is the service caring?** |
| | We gave this service a score of ‘good’. |
| | Staff were caring, kind and friendly. |

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| | Staff respected people’s privacy. |
| | People could choose where to go if they wanted to be on their own. |
| | People were encouraged to be as independent as they wanted to be. |

## Does the service meet people's needs?

We gave this service a score of 'good'.

People were involved in decisions about their care.

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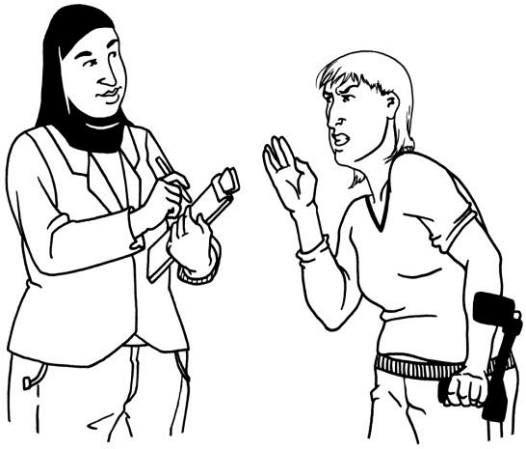
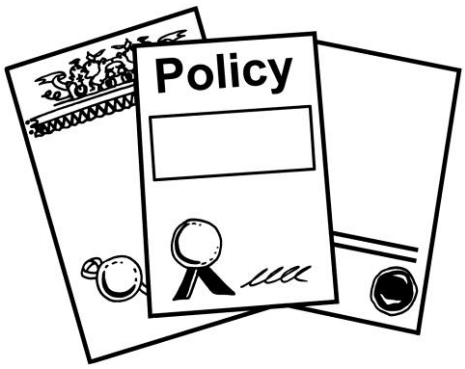
| | People were able to choose what activities they wanted to do. |
| | People were helped to keep in touch with their families. |
|  | People were encouraged to complain if they were unhappy about anything. |

## Is the service managed well?

We gave this service a score of ‘good’.

Management and staff were open and approachable.

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




Management had systems to check people received good quality care.

## 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:

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Email: **enquiries@cqc.org.uk**