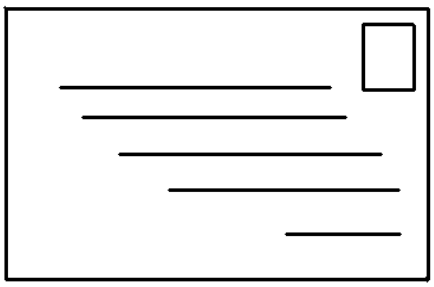
What we think about Callum House

Easy read report



Address:

Callum House

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Coulsdon

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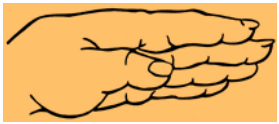
About the Care Quality Commission



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

Callum House offers housing and support for up to 8 people who have a range of needs including learning disabilities. When we visited, 6 residents were living there.

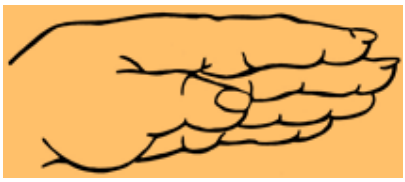
We checked this service on:

23 June 2016

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?’, At our last inspection we gave this service a score of **‘requires improvement’**, which means it needed to get better.

Sometimes radiators and hot water were very hot and could hurt or burn people.

During this visit we found hot radiators were covered and the hot water people use was was checked so it didn't get too hot. We gave this service a rating of **good**

What happens next?

We have not asked Callum House 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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