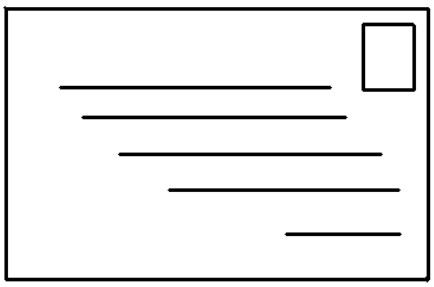
What we think about Callum House

Easy read report



Address:

Callum House

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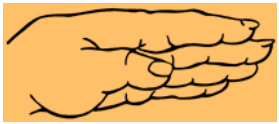
CR5 2BL

Phone: 02086604379

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:

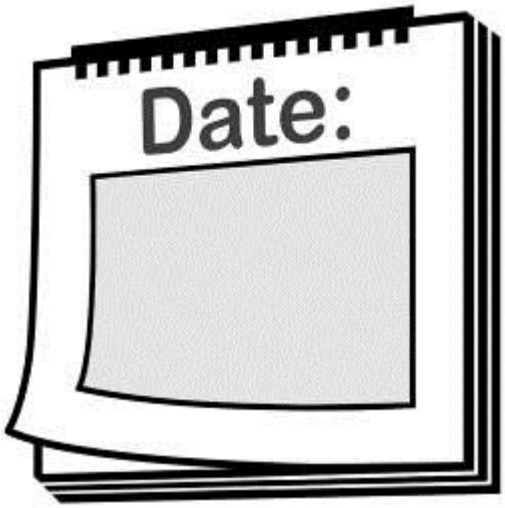
- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

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.



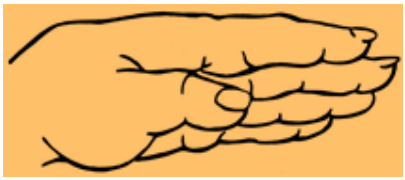
We checked this service on:

14 April 2016

What we think about this service

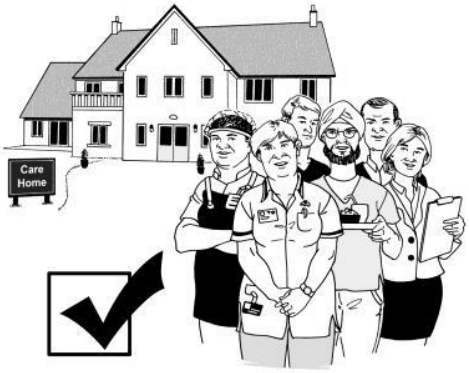
Across all the areas we checked, we think this service is **good**

1. Is the service safe?



For the question, ‘Is the service safe?’, we think the service **requires improvement**

Staff knew how to keep people safe from harm.



There were enough staff to meet people’s needs.

Staff knew how to give people their medicine safely.

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

2. Is the service effective?

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

We saw people had a choice of healthy food.

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

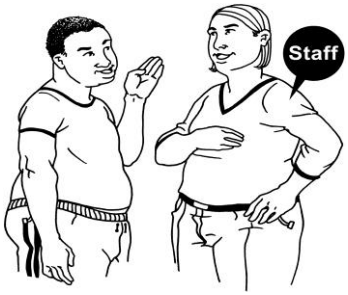
People were able to be as independent as they wanted to be.

3. Is the service caring?

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

We saw that people were involved in decisions about their care.

Staff gave people enough privacy.



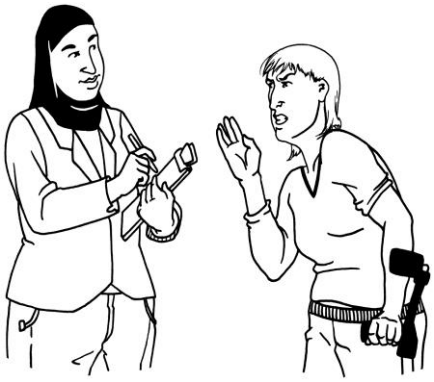
Staff were caring and friendly.

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 **good**

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



People knoew they could talk to staff if they were unhappy about something.

People went to house meetings to talk about things they liked and did not like.

5. Is the service well-led?

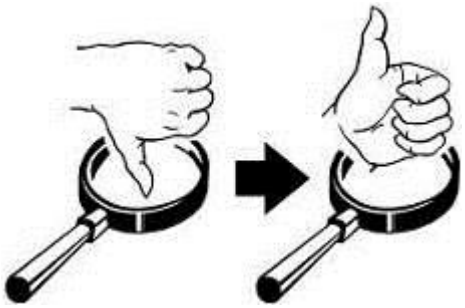
For the question, ‘Is the service well-led?’, we think the service is **good**

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

The service has a manager who knows what to do and is good at their job.

Staff are supported to learn and receive training.

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

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**