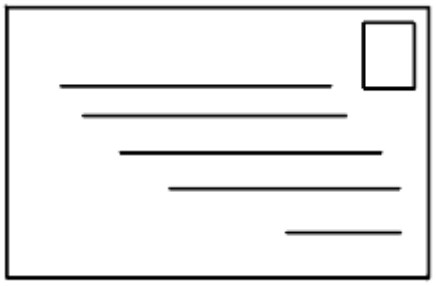
What we think about Henshaws Society for Blind People - 61 Kings Road Harrogate

Easy read report



Address:

Henshaws Society for Blind People - 61 Kings Road Harrogate

61 Kings Road

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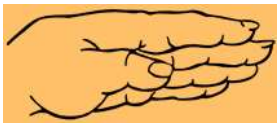
Phone:

01423 561408

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:

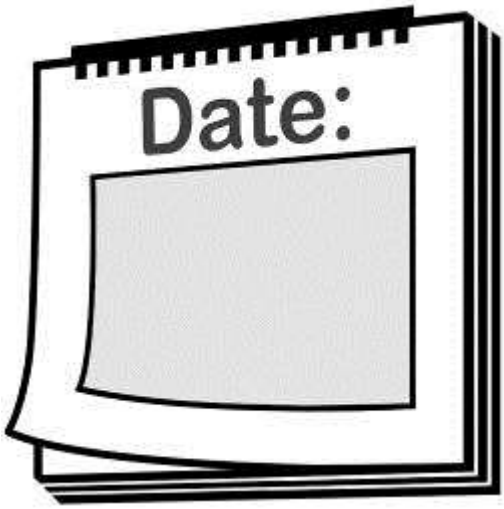
- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

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

Henshaws Society for the Blind – 61 Kings Road is a residential care home. When we visited there were three people with sensory impairments living there.



We checked this service on:

15 March 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 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 if they agreed with decisions about their care.

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

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.

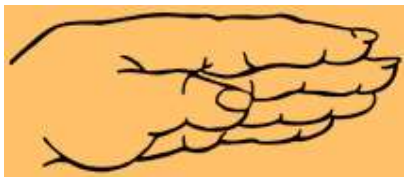
4. Is the service responsive?

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



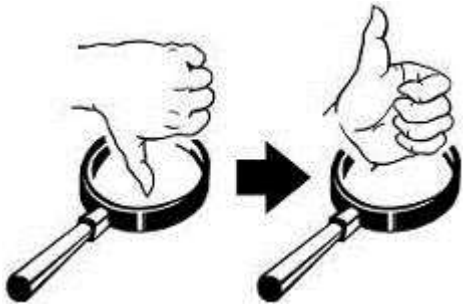
For the question, ‘Is the service well-led?’, we think the service **requires improvement**

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

Staff were supported to learn and receive training.

Some checks on the home done by staff and the managers were out of date.

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**