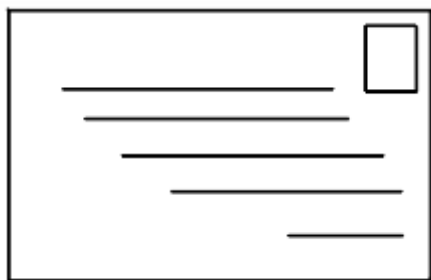


# What we think about Dimensions The Mulberries

## Easy read report

**Address:**

Dimensions The Mulberries

68 Bath Road

Hounslow

Middlesex

TW3 3EQ

**Phone:**

0208 570 1793

# 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).

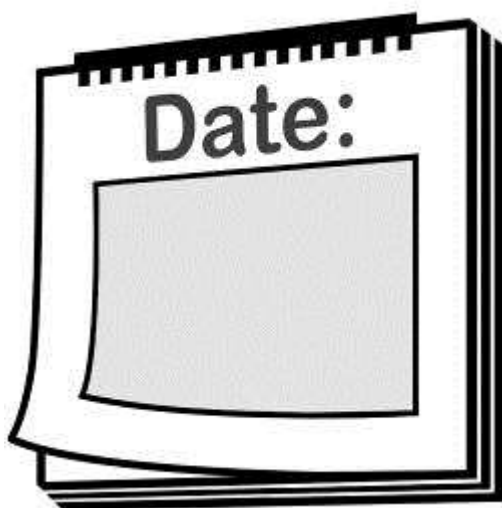
We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

## About this service



Dimensions The Mulberries is a care home for up to seven people with a learning disability. When we inspected, six people with a learning disability, physical disability and complex needs were using the service.



**We checked this service on:**

18 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 is **good**



Staff knew how to keep people safe from harm.



There were enough staff to support people.



Staff knew how to give people their medicine safely.

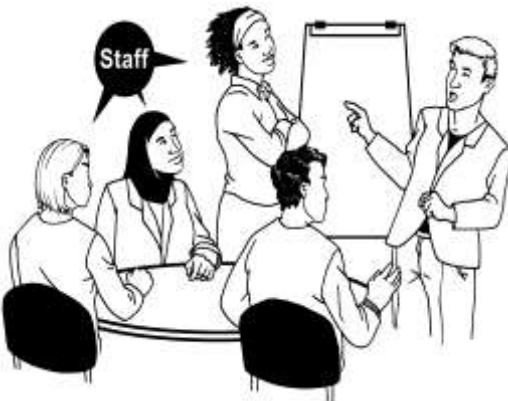
## 2. Is the service effective?



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 had the training they needed to support people.



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.



The provider had supplied new equipment, redecorated and refurbished parts of the service.



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's care and support was based on their needs and interests.



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.



The provider had appointed a manager to run the service.



Staff carried out checks in the service.



## 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](mailto:enquiries@cqc.org.uk)**