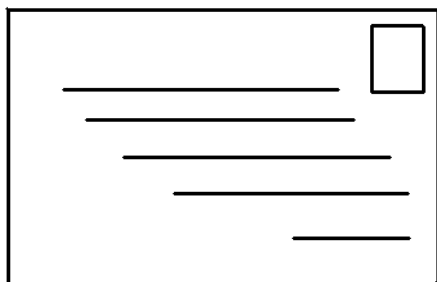


What we think about Briardene

Easy read report



Address:

63 East Parade

Harrogate

North Yorkshire

HG1 5LP

Phone: 01423 562667



Date we did the inspection:

20 October and 3 November 2015



Briardene is a care home for 13 people.

People who live at Briardene need personal care and support.



About the Care Quality Commission



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

We checked to see whether the service given by Briardene 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.



Staff knew how to keep people safe.



The staff checked that the home is maintained properly and is safe.



The staff knew how to give people their medicines safely



Does the service give good results?



We gave this service a score of 'good'.



Staff knew how to look after people properly.



People were asked about their care.



Staff knew about the rules that are in place to protect people



People saw their doctors and other health care professionals when they needed to



Is the service caring?



We gave this service a score of 'good'.



People told us that they liked the staff.



People could spend time on their own if they wanted



People were helped to stay in touch with their family and friends



Staff helped people to look after their home.



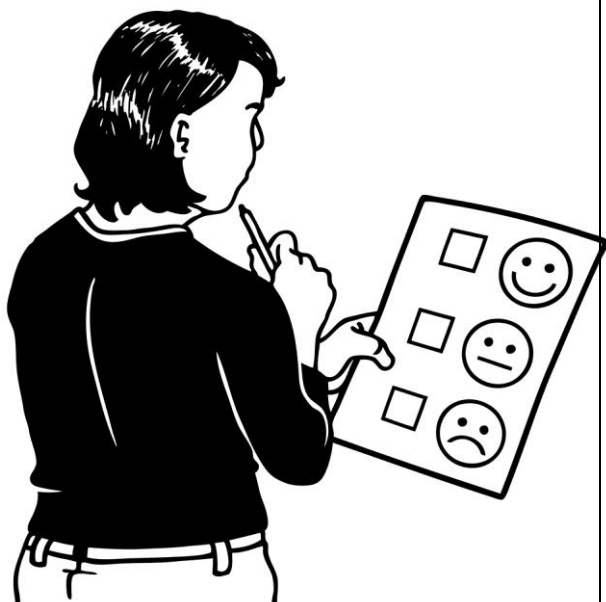
Does the service meet people's needs?



We gave this service a score of 'good'.



People could make choices.



People who used the service were asked if they were happy with their care.



People could choose what activities they wanted to do.



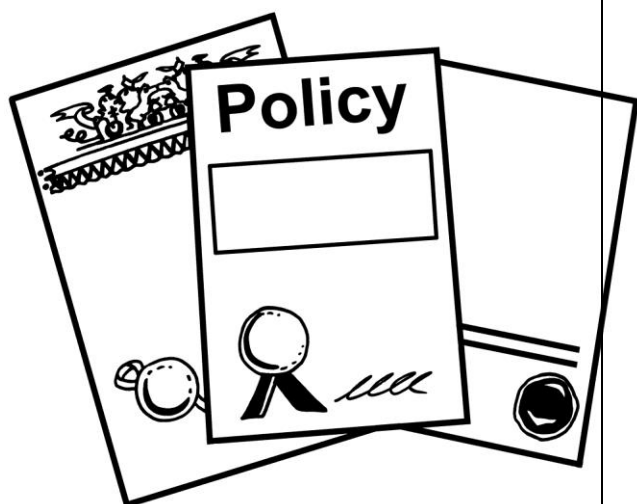
Staff wrote down what people said so that everyone knew what had been agreed.



Is the service managed well?



We gave this service a score of 'good'.



The provider wrote down how they would provide safe care.

They checked to make sure this was happening.



Staff had meetings and discussed how how things at the service could be improved.

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**