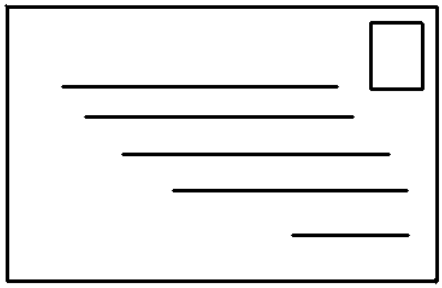
What we think about Glen Cottage

Easy read report



Address:

2a Glen Road

Sarisbury Green

Southampton

Hampshire

SO31 7FD

Phone:

01489 574214

Date we did the inspection:

11 and 12 May 2015

Glen Cottage provides accommodation, care and support for one person with learning disabilities and health related problems.

About the Care Quality Commission

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

We checked to see whether the service given by Glen Cottage was; safe, gave good results, caring, met people's needs, and was managed well.

Here is what we found.

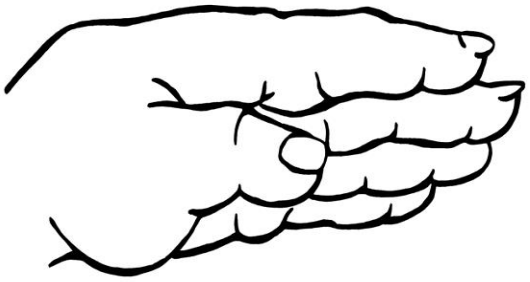
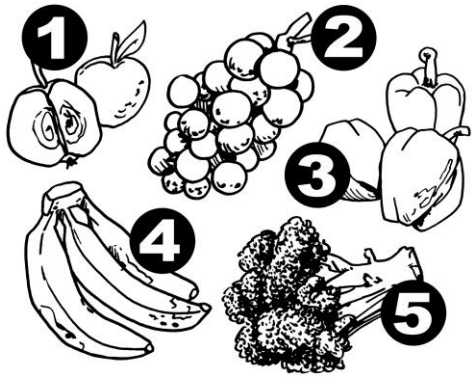
We ask five questions about services and this is what we found

Is the service safe?

We gave this service a score of good.

Staff knew how to keep people safe from harm.

	There were enough staff to keep people safe.
	Staff knew how to give people their medicine safely.
	Does the service give good results?

	We gave this service a score of ‘requires improvement’, which means it needs to get better.
	Assessments had not always been completed to find out whether people were able to make decisions about their care and support.
	Staff were well trained and this helped them to understand people’s needs.
	Staff helped people to eat healthily.

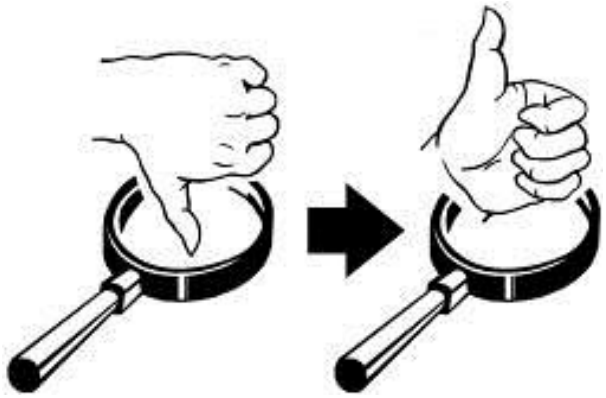
	Is the service caring?
	We gave this service a score of good.
	Staff respected people’s privacy.

	Staff were kind and caring
	Does the service meet people's needs?
	We gave this service a score of good.

	People were helped to take part in activities.
	Complaints were dealt with properly.
	Is the service managed well?

	We gave this service a score of good.
	People and staff felt that the service was well managed.

What happens next?



We have asked Glen Cottage 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**