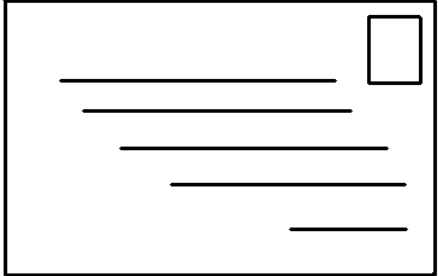
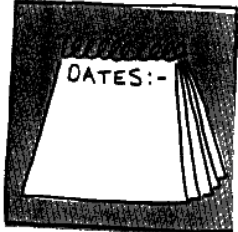



What we think about

Choices Housing Association Limited

17 Norton Avenue

Easy read report

	<p>Address:</p> <p>Stanfields, Stoke-on-Trent, ST6 7ER</p>
	<p>Date of inspection:</p> <p>4 January 2013</p>
	<p>17 Norton Avenue offers housing and care for up to 6 people with learning disability needs.</p>



If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**

Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



How we checked 17 Norton Avenue



We visited 17 Norton Avenue on 4 January 2013.



We looked at the records of people who use the service.



We watched to see how people were being cared for.



We talked to staff and to people who use the service.



We thought about what we learnt.

We decided what 17 Norton Avenue was doing right and what it was not doing well.

What we found out about 17 Norton Avenue



What they were doing right at 17 Norton Avenue



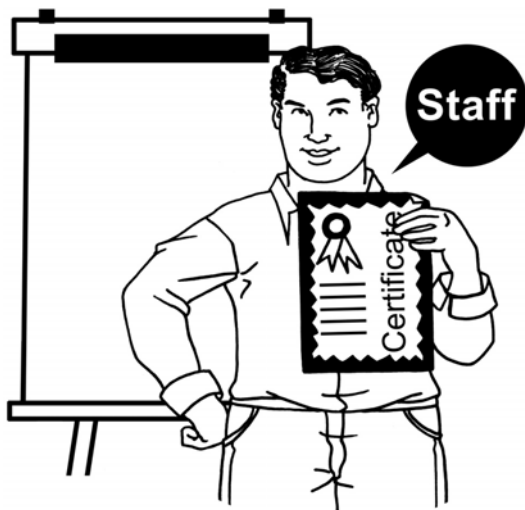
People's privacy, dignity and independence were respected and they were involved in planning the care they got.



People got care, treatment and support that met their needs and looked after their rights.



The provider had taken steps to spot when abuse might happen and stop abuse from happening.



There were enough qualified, skilled and experienced staff to meet people's needs.



The provider had a good system in place to spot and manage risks.



What will happen next



17 Norton Avenue was meeting all of the standards of quality and safety.