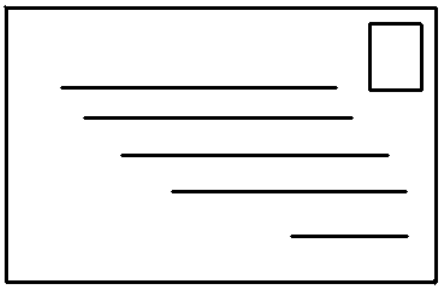
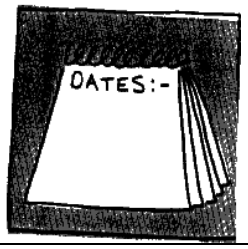
What we think about Callum House

Easy read report

	**Address:** 26 the Drive, Coulsdon, Surrey CR5 2BL
	**Date the inspection was done:** 13th May 2014
	What sort of service this is: This is a care home that offers housing and support for up to 7 people who have a range of needs including learning disabilities.

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 Callum House
	We asked people who use the service for their views.
	We asked staff for their views.
	We looked at policies, records and care plans.

	We watched to see how staff treated people using the service.
	We thought about what we learnt. We decided what Callum House was doing right.

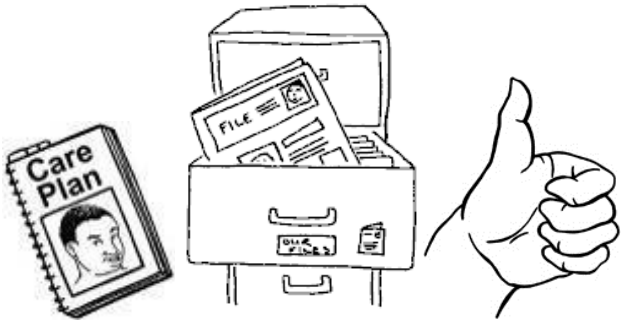
What we found out about Callum House

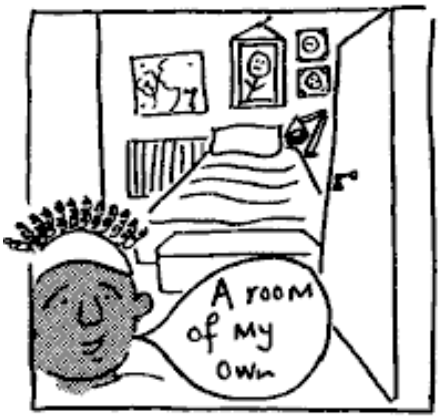
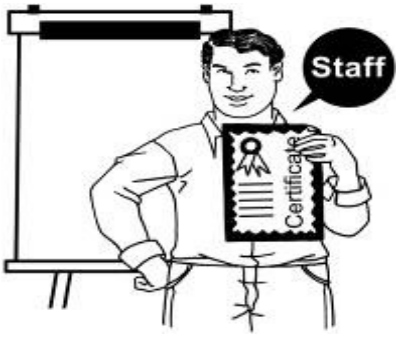
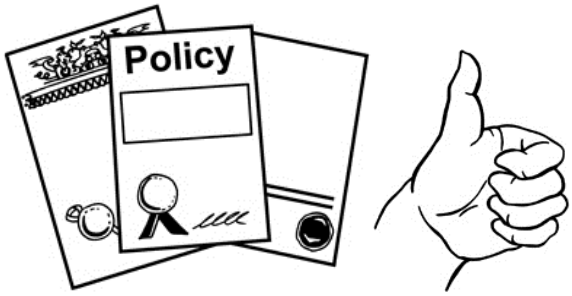
What they were doing right at Callum House

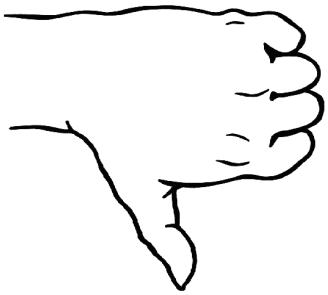
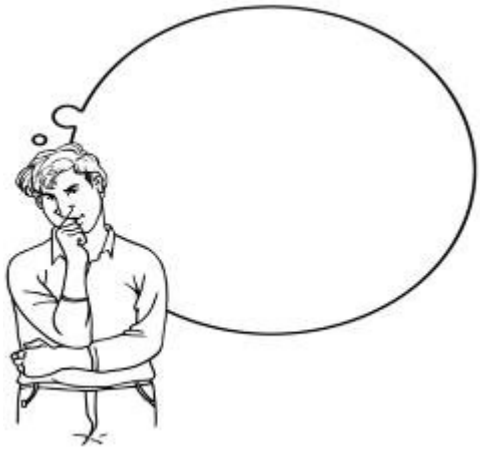
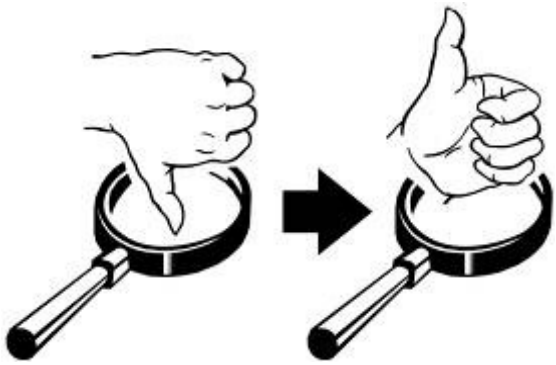
Staff listen to what people say about the care they get.

People were given support to choose the social and leisure activities they were interested in doing.

People who use the service got the help they needed to learn how to be independent and care for themselves.

	People's care plans and other records were up to date.
	People got support to see the doctor and other people they need to see.
	People were helped to take their medications.
	People had Health Care Plans that said what care they needed.

	Staff helped make people feel safe.
	People have their own bedroom so nobody has to share.
	The owner checked all staff at Callum House.
	The provider and staff often checked Callum House to make sure care was good and people were safe.

	**What Callum House was not doing so well**
	The owner did not regularly check Callum House to make sure it was a nice and safe place to live.
	**What will happen next**
	We have asked the provider to make things better. We will check they have done this when we next visit Callum House.