

# What we think about Rosehill House



## Easy read report summary

Please print each page on one side of paper



### **Address:**

Ladock

Truro

Cornwall

TR2 4PQ

### **Telephone number:**

01726883776

This service is a care home for autistic people. 5 people can live here.

# About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

## What we think about this service



We checked this service on  
**22 February 2022 and 3 March 2022**



We think this service is good.

# 1. Is the service safe?



For the question, 'Is the service safe?', we think this service is good.

People were supported by enough staff.



People were safe because staff knew how to keep them safe from danger.



People got their medicine and tablets safely.



People had detailed and up to date risk assessments and care plans. Staff understood the plans and were able to describe the support people needed.



The service was kept clean and measures were in place to keep people safe from the risk of infection.

## 2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service is good.

People were involved In planning their care. People's preferences regarding how they wished to be supported were recorded in their care plans.

People saw a range of healthcare professionals when needed. Guidance from healthcare professionals was reflected in people's care plans.

Staff had the right skills and training to support people.

People were supported to choose their own meals and to eat and drink safely.

### 3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think this service is good.

We saw that staff were kind, caring and patient. People smiled and responded with familiarity to staff.

People had their own space and staff respected this.

People were encouraged to have control over their lives.

Staff supported people with activities.



People's views, likes, dislikes and histories were in their care plans.

## 4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service is good.

Staff discussed ways of ensuring people's goals were meaningful. Staff spent time with people understanding how their goals could be achieved.

Staff knew how people wanted their care to be given.

People were encouraged to be involved in activities they enjoyed.

People were supported to keep in touch with friends and family.





Care plans contained information with detail about how people communicated.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', which means do managers run the service well, we think this service requires improvement (meaning it needs to get better).

Staff and professionals spoke highly of the registered manager. Staff told us they felt supported and knew what to do at work.

The manager made regular checks to make sure people were safe. For example, the medicines audit was done weekly which meant any mistakes were picked up quickly.

People's relatives told us they were kept up to date with their loved ones lives and felt listened to.



The service worked well with other organisations.



Some of the people at the Spectrum office (Underground House) had not carried out all the checks that they should have.

## What happens next?



We have not asked this service to make any changes.

# How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

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

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