

What we think about Ashwood House - Norwich



Easy read report summary

Please print each page on one side of paper



Address:

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Telephone number:

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Website:

www.jeesal.org

This service is a care home for people with learning disabilities and autistic people. 7 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
17 and 22 May 2022



We think this service requires improvement (meaning it needs to get better).

1. Is the service safe?



For the question, 'Is the service safe?', we think this service requires improvement.

Staff did not always think about how to keep people safe.

Medicines were not always managed safely.

People were not always safeguarded. Safeguarding means making sure people are safe from abuse and neglect, and are able to be independent and make choices

2. Is the service responsive?



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

People, and the people important to them like their family, were not always included in planning their own care.

Sometimes, people did not get person-centred care.

People's communication needs were not always met because staff did not always know how to communicate with them.

3. Is the service well-led?



3RD



For the question, 'Is the service well-led?', which means do managers run the service well, we think this service is inadequate (meaning very poor).

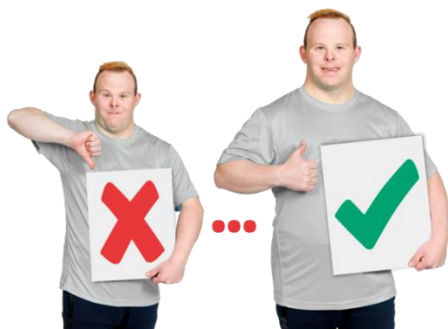
Regular checks to make sure people are kept safe were not happening.

This was the third time we had checked the service and found improvements were needed.

Some people's family members did not always feel included.

The service did not always work well with other organisations.

What happens next?



We have asked this service to make changes and to tell us when they will do this.



We will go back to check this service in the next 6 months.

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**

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.