What we think about

102 Faircross Avenue

Easy read report summary

Please print each page on one side of paper

Address:

102 Faircross Avenue

Barking

Essex

IG11 8QZ

Telephone number:

0203 715 1904

Website:

https://www.faircrosscarehome.co.uk/index.html

This service is a care home for people with mental health needs, learning disabilities and autistic people. 3 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

8 January 2024

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 staff.

People were safe because the manager made sure the home was safe from danger.

People got their medicine and tablets safely.

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 asked about how they wanted to be supported.

People got to see their doctor or a nurse when they needed to.

Staff had the right skills and training to support people.

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.

People were supported by staff who respected their choices.

People had enough privacy and their own space. Staff respected this.

People could do things by themselves if they wanted to.

People were supported to spend time with friends and family.

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.

People, and the people important to them, were included in planning their own care.

People got person-centred care and staff knew what they liked and didn’t like.

People were able to choose what activities they wanted to do.

Staff listened to people if they wanted to talk or complain about something.

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 is good.

People knew who was in charge of the service.

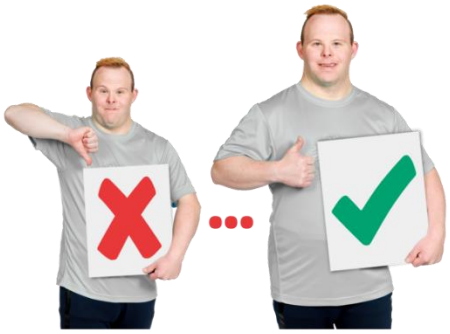
The manager checked things to make sure people were kept safe.

The manager listened to people and staff.

People had meetings with staff to talk about how their support can get better.

The service worked well with other professionals.

What happens next?



We have not asked this service to make many changes.

We will go back to check this service another time.

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**

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