What we think about

Acorns Health Care

Easy read report summary

Please print each page on one side of paper

Address

The Barn

Calcot Mount Business Park

Calcot Lane

Curdridge

Southampton

SO32 2BN

Telephone number

(01489) 532099

This service supports autistic people and people with a learning disability living in their own home and in a ‘supported living’ setting.

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 from **14 May 2024 to 28 May 2024**

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 (meaning it needs to get better).

Legal processes in relation to restrictive practices had not always been followed.

People told us they felt safe.
Staff knew how to help people be safe from danger while they made choices about their care.

People were supported by enough staff.

2. 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 treated with respect. Staff were kind.

People told us they were able to make everyday choices and decisions about their care. Staff respected their choices.

Staff helped people before they became uncomfortable or upset.

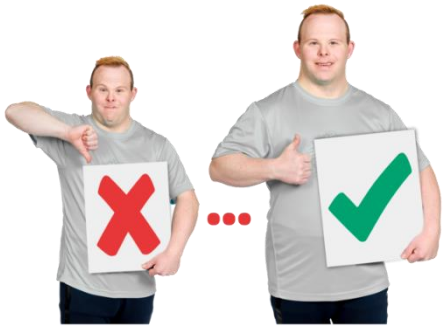
3. Is the service well-led?

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).

The checks in place were not always effective in identifying areas for improvement.

The service aimed to give people good care all the time.

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 again.

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.