What can you expect from a good care home?

Easy read version of:
‘What can you expect from a good care home?’
March 2016
This booklet tells you what you can expect when we say a care home is good.

Care homes are where you live with other people and have support all the time.

There are care homes for many groups of people:

- older people
- disabled people
- people with a learning disability
● people with big health problems

● people with drug or alcohol problems

Some care homes have nurses.

There is another booklet about having care in your own home.

We give each care home a poster that says how good we think they are. When you cannot see the poster you can ask them to put it up.
We check health care and **social care** services that give care to people in:

- care homes
- hospitals
- health centres.

Our job is to check if every care service is:

- safe
• **effective** (meaning it does a good job)

• **caring**

• **responsive** (meaning it meets your needs)

• **well-led** (meaning it is managed well).

We then give the service scores of:

• **outstanding** (meaning really good)
• good

• **requires improvement** (meaning it needs to get better)

• **inadequate** (meaning it is poor).

This booklet tells you what to expect when we rate a care home as ‘good’ in the things we check.

A good care home is **safe** because:

• the home and everything in it is kept in a good state and works well. The manager looks for ways to make sure everything is safe. You are happy that all your things are safe
● there are always enough staff on duty. The staff know how to keep you safe

● you are not bullied, hurt or abused. Abuse includes **neglect**, when you are not looked after well. Money abuse is when someone takes or spends your money without you saying they can

● when things go wrong staff deal with it quickly. They check how it happened and learn how to do things better

● you feel safe and looked after by staff. But you are also free to do what you choose
• staff give you your medicine safely and keep it properly. Staff work with you on checking your medicines are right for you. They support you to be as independent as possible.

• the home is kept clean and germ-free so you do not catch an illness easily.

A good care home is **effective** because:

• you are often asked what you think of the food, and the food is usually good.

• staff make sure you eat the right food for you and you get enough.
● staff know what they need to do a good job. This means they can support you to have a good life

● staff always ask you to say yes or no to things about your care and support. They know how to ask in a way you can understand. When it is right, they talk with your family and friends about your care

● staff know what you need for a healthy life

● staff know what you like doing and how you like things done. They give you as much choice and control in your life as possible
- staff talk with health and social care staff like GPs. They do the right things to keep you as healthy as possible

- staff ask you what you want when there are changes to the home or when the home is decorated so that it helps you be more independent.

**A good care home is caring because:**

- staff know you well. They know any needs you have because of:
  - your age
  - your disability
— whether you are a man or a woman

— your race

— your religion or belief

— who you fancy or fall in love with – they know if you are lesbian, gay, bisexual or heterosexual

● staff support you to say what you think. They know how to help you speak
● it is easy to have an **advocate** – a person who speaks up for you

● if you are dying, staff know how you want to be cared for

● staff treat you properly and with respect. They spend time with you so that you can learn to trust them. Staff think about how to make sure you are healthy and happy

● you get enough time to yourself

● your family and friends can visit you.
A good care home is **responsive** because:

- you have a care plan. This tells staff what they need to do for your care and to support you

- you, your family and friends can help to write your care plan. The care plan says things like who helps you with washing and dressing

- what you want may change over time. So your care plan will change and everyone who needs to know will be told

- the plan will have things about all parts of your life. Such as what you want to be able to do and what support you want with your health.

  You may also have a health action plan
- staff work hard so that you do not feel lonely. They help you to stay in contact with your family and friends

- staff support you with your hobbies and in doing the things you like in the community

- staff help you plan any hospital visits to make sure they go well

- it is easy to complain. Your complaint is taken seriously and they tell you what they will do to make things better.
A good care home is **well-led** because:

- you know who the manager is and anyone else in charge

- managers know what they have to do and are always honest, even when things go wrong

- staff know what they have to do and are happy at work

- managers are always there to support the staff

- staff feel OK saying they are worried about the way other staff do their jobs. The staff are supported, and any worries are carefully looked at.
What to do if there is something that worries you about your care home

Tell the manager of the care home about your worries.

If they cannot sort it out straight away, you can make a complaint.

The law says every care home must have a good way to deal with complaints. If you are not happy with how they deal with your complaint, you can go to your local council.

If you are still not happy with what happens with your complaint, contact the Local Government Ombudsman:

Phone
0300 061 0614

Go to
www.lgo.org.uk
Tell us

We want to hear about what happens to people. This helps us know what to check and where.

We also want to know about good care in a care home. See page 20 for the best way to tell us what has happened to you.

Please understand that although we want to hear about what happens to people, we are not able to sort out people’s personal complaints.
How we do our checks

We talk to people who use the service we are checking, and to staff. We also look at ways they do things at the care home.

We have experts who help us with our checks. Some of these are called Experts by Experience. They are people who use or have used the sorts of services we are checking.

All care homes must follow certain rules. When a home does not follow them, they must tell us what they will do to be better.

We can also:

- fine them money
- stop new people going to live there
- close the home when it is very bad.
How to find out what we are doing

We have a website where you can:

- see how good we say your care home is
- read our last report on your care home
- read anything we have asked them to do to make their service better
- tell us how they treat you.
You can also:

- ask us to send you reports when we check services

- get our newsletter every month

- join our internet group to help us do our job better.
By phone
0300 061 6161

By email
enquiries@cqc.org.uk

On our website
www.cqc.org.uk

By post
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

On Twitter
@CareQualityComm

On Facebook
www.facebook.com/CareQualityCommission
advocate - someone who helps you speak up or says what you want.

bisexual - a person who fancies and loves both men and women.

effective - does a good job.

gay man - a man who fancies and loves other men.

heterosexual - a woman who fancies and loves men, a man who fancies and loves women.

requires improvement - needs to get better.

inadequate - poor/bad.

lesbian - a woman who fancies and loves other women.

neglect - when someone is not looked after well. They may not be washed or dressed well. They may be ignored. They may not be given their medication. All this is neglect.

outstanding - really good.

responsive - meets your needs.

social care - when people have support to live at home, in a care home, in day centres and other places.

well-led - managed well by good leaders and managers.