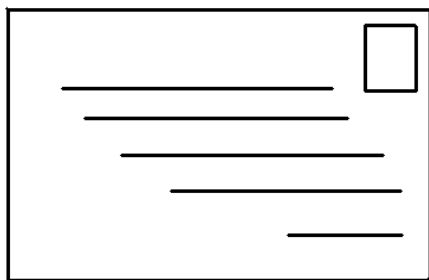


What we think about Jubilee Lodge

Easy read report



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Jubilee Lodge

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About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

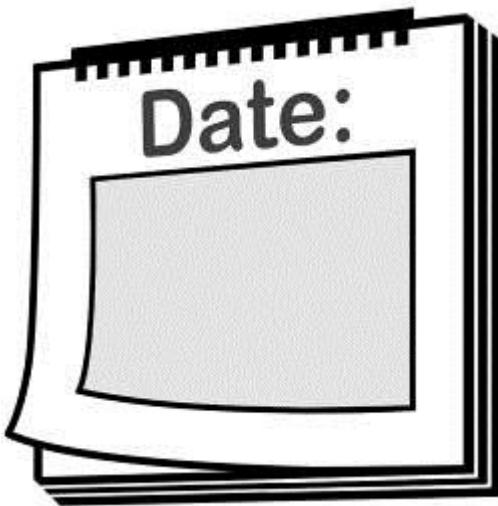
We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Jubilee Lodge is a care home. When we visited, 17 residents with learning disabilities were receiving care there.



We checked this service on:

19 January 2016

What we think about this service



Across all the areas we checked, we think this service is **good**

1. Is the service safe?



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



Staff knew how to keep people safe from harm.



Staff knew how to keep the service clean.



Staff knew how to give people their medicine safely.

2. Is the service effective?



For the question, 'Is the service effective?', we think the service is **good**



Staff are supported to learn and receive training.



Staff talked to doctors to make sure people got medical help when they needed it.



We saw that people were asked if they agreed with decisions about their care.

3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **good**



Staff are always caring and treat people with kindness, patience and respect.



People were able to choose where to go if they wanted to be on their own.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**



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



People were always helped to keep in touch with their families.

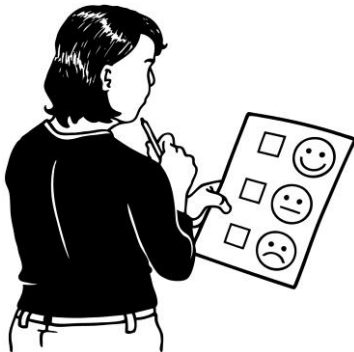
5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **good**



Staff had meetings every month to talk about how things at the service could improve.



People are always asked how they think the service is doing. They usually say they are happy with the manager and staff and how the service is run.

What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

Getting in contact with us



If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**