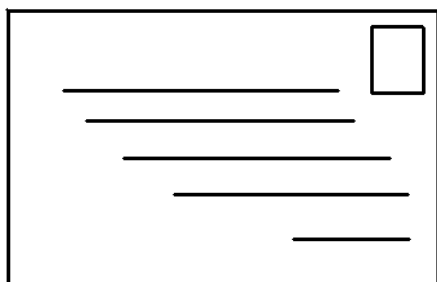


What we think about Collinson Court

Easy read report



Address:

56 Longton Road

Trentham

Stoke on Trent

Staffordshire

ST4 8NA

Phone:

01782 658156



Date we did the inspection:

25 and 26 June 2015



Collinson Court is a home for people who have a learning disability. When we visited, 12 people were living there.



About the Care Quality Commission



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

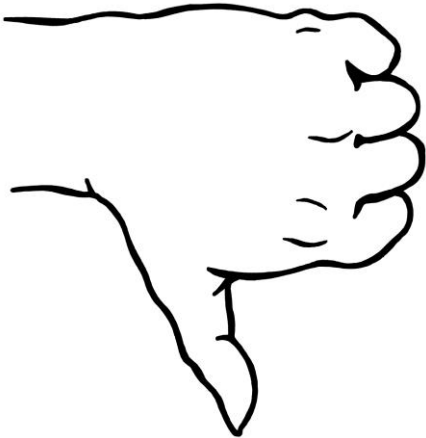
We checked to see whether the service given by Collinson Court is safe, gives good results, caring, meets people's needs, and is managed well.

Here is what we found.

We ask five questions about services and this is what we found



Is the service safe?



We gave this service a score of 'Inadequate', which means it is was not doing very well.



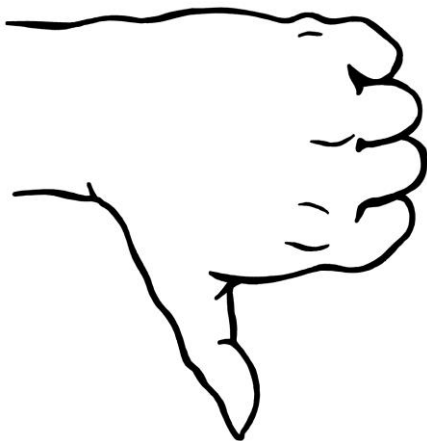
People were not always protected from harm.



Medicines were not always given safely.



Does the service give good results?



We gave this service a score of 'Inadequate', which means it is was not doing very well.



Some people were restricted by the staff without the right plans being in place.



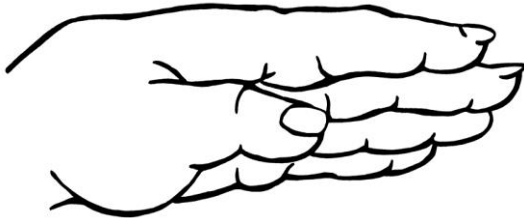
People's health needs were not always monitored to make sure people stayed healthy and well.



Staff didn't always know how to care for people in the right way.



Is the service caring?



We gave this service a score of 'requires improvement', which means it needs to get better.



Sometimes staff did not treat people with dignity and respect.



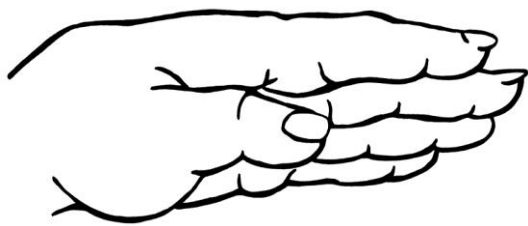
People were not always helped to make choices about their care



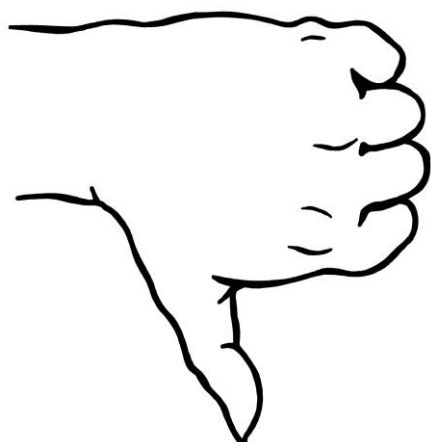
People's privacy was respected



Does the service meet people's needs?



We gave this service a score of 'requires improvement', which means it needs to get better.



Some staff did not follow people's care plans, so people received their care differently from different staff.



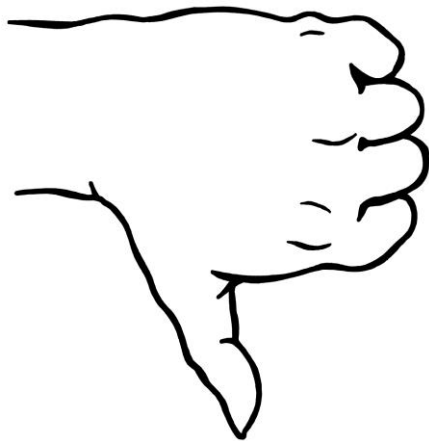
When people couldn't be involved in the planning of their care, the people who were important to them were also not always involved.



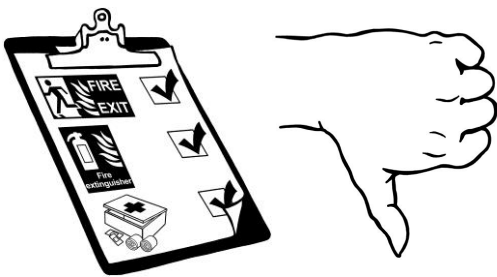
People couldn't always do the activities they wanted in the way they wanted to.



Is the service managed well?



We gave this service a score of 'Inadequate', which means it is was not doing very well.



Checks on the quality of care were not being done well.



Staff didn't always understand what they should be doing.

What happens next?



We are taking more action against this service to keep people who use it safe.

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**