

# What we think about Appletree House

## Easy read report

	<p><b>Address:</b></p> <p><b>31 Norwood</b></p> <p><b>Beverley</b></p> <p><b>HU17 9HN</b></p> <p><b>Phone:</b></p> <p><b>01482 873615</b></p>
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**Date we did the inspection:**

22 September 2015



Apple Tree House is a care home.  
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 Apple Tree House 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 'requires improvement', which means it needs to get better.



Staff knew how to keep people safe from harm.



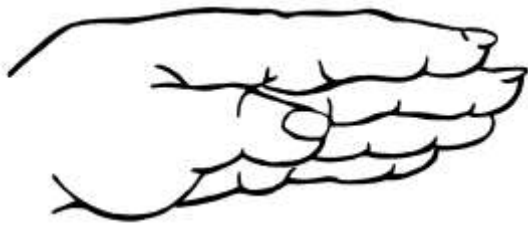
There was enough staff at Apple Tree House when we visited.



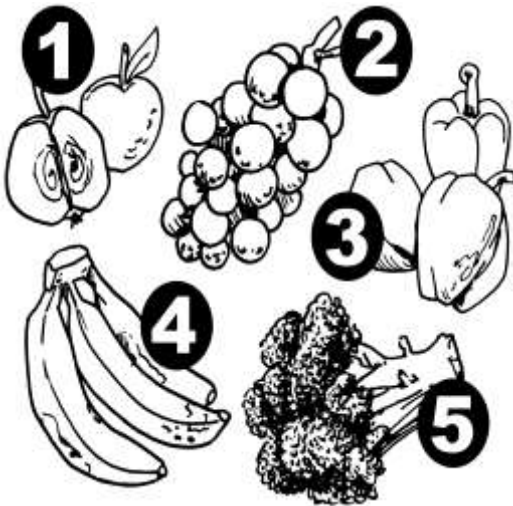
Sometimes people were not safe with their medicines.



**Does the service give good results?**



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



We saw people got enough to eat and drink.



Sometimes people were not involved in decisions about their care.



Staff had good systems to make sure people got medical help when they needed it.



**Is the service caring?**



We gave this service a score of 'good'.



We saw staff respected people's privacy.



Staff were kind and friendly.





**Does the service meet people's needs?**



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



Sometimes people were not involved in their plans of care.



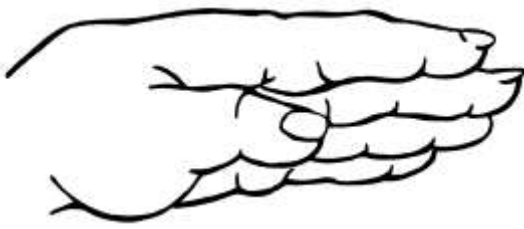
People were helped to keep in touch with their families.



People were able to make a complaint to the service.



**Is the service managed well?**

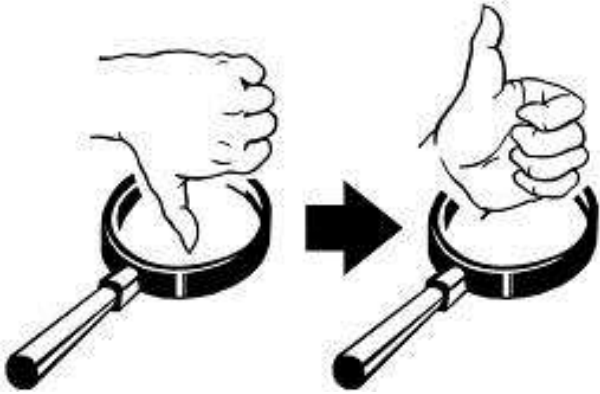


We gave this service a score of 'requires improvement', which means it needs to get better.



The service did not always check things were working.

## What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

# 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](mailto:enquiries@cqc.org.uk)**