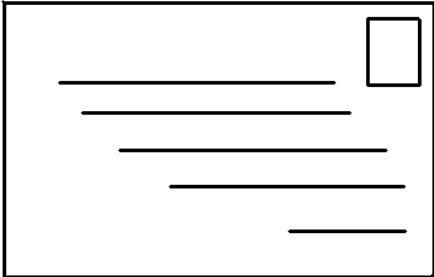



What we think about Futures Care Home

Easy read report

	<p>Address:</p> <p>162 Church Road</p> <p>Brightlingsea</p> <p>CO7 0QU</p> <p>Phone: 01206 305385</p>
	<p>Date we did the inspection:</p> <p>12 November 2014</p>



Futures Care Home is a residential care home. When we visited, six people with learning disabilities were living there.





About the Care Quality Commission



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

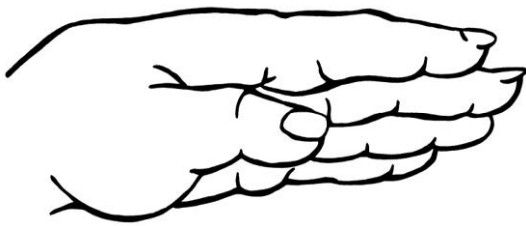
We checked to see whether the service given by Futures Care Home is safe, gives good results, caring, meets people's needs, and is managed well.

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



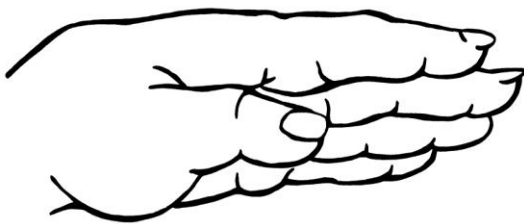
Staff knew how to keep people safe from harm but sometimes there were not enough staff.



Staff knew how to give people their medicine safely but staff need to improve some of their paperwork.



Does the service give good results?



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



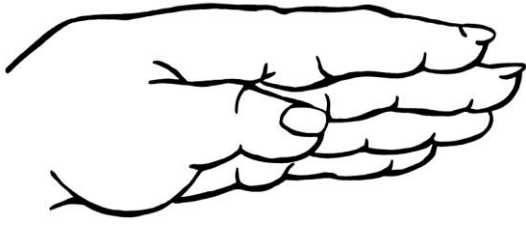
Staff had been trained to do their job.



Staff helped people to be healthy but sometimes advice from some doctors was not followed.



Is the service caring?



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



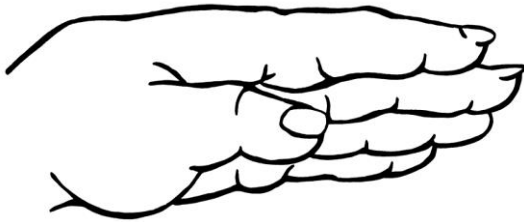
Relatives did not feel that they were always involved in decisions about their relative's care.



Most people and their relatives said the staff were very kind and caring.



Does the service meet people's needs?



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



People were able to choose how they spent their time.

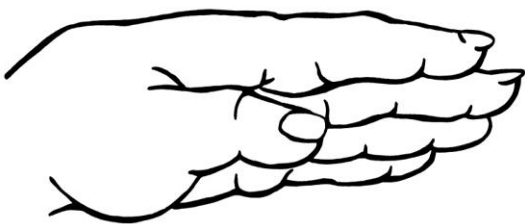
People had a lot of different hobbies.



When people made a complaint it was not always sorted out properly.



Is the service managed well?



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

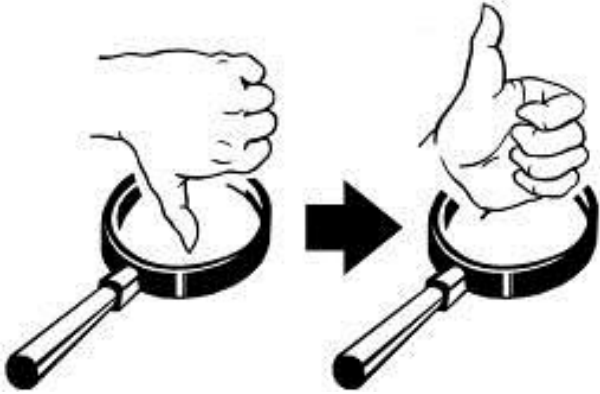


Records were not good and were confusing for staff.



Sometimes the manager did not tell relatives the information they needed to know.

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**