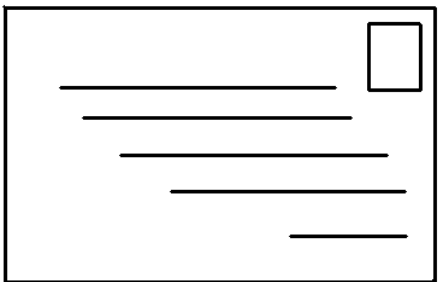



What we think about

33a Forest Road Easy read report

	<p>Address:</p> <p>33a Forest Road, Kingswood, Bristol, BS15 8EW</p> <p>Phone:</p> <p>01179677447</p>
	<p>Date the inspection was done:</p> <p>14 May 2014</p>
	<p>33a Forest Road is a service that offers care for up to 9 people who have learning disabilities.</p>



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

Phone: **03000 61 61 61**

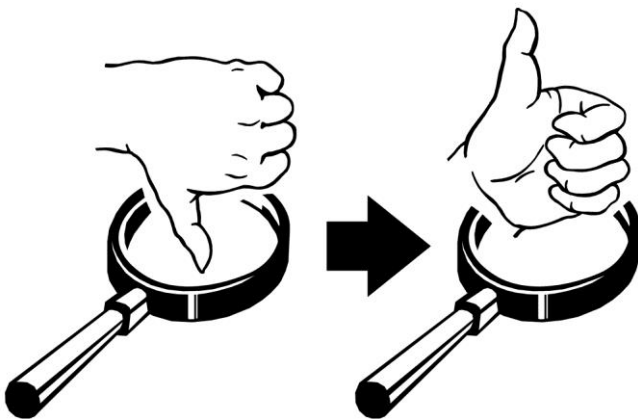
Email: enquiries@cqc.org.uk



About the Care Quality Commission



We make sure health and social care services give people safe, kind and very good care.



We also want to help services get better.



We check services in England to make sure they meet the rules about how good a care service must be.



How we checked 33a Forest Road



We visited 33a Forest Road on
May 2014.



We talked with people who use
the service.



We talked with staff.



We looked at people's care records.



We watched to see how staff treated people using the service.



We thought about what we learnt.

We decided what the people who run 33a Forest Road were doing right and what they were doing wrong.

What we found out about 33a Forest Road



What was good about 33a Forest Road



People's privacy, dignity and being able to do things on their own was respected. People were supported in keeping their independence and community involvement.



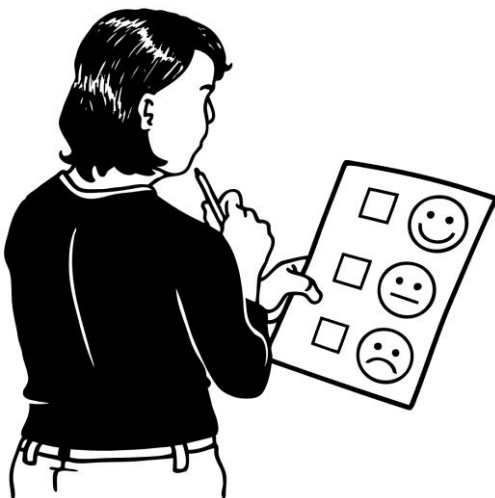
Care was planned and given in a way that made sure people were safe and looked after well. Staff knew peoples' care needs very well.



People were kept safe from abuse, or harm, at 33a Forest Road. Staff knew about safeguarding.



People were looked after by the right staff who knew how to give care in the best way. Staff received the relevant training.



The owner had a good system to check that 33a Forest Road gave the best service and where needed made things better. The quality of service is regularly checked.



What happens next?



33a Forest Road was meeting all the rules which we checked.

We will go back to check this again in the future.