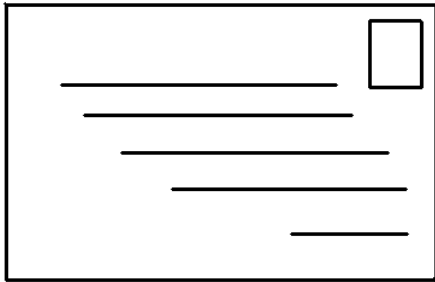


# What we think about Waterbeach

## Easy read report



**Address:**

Waterbeach

Fresh Fields

Primrose Lane

Waterbeach

Cambridge

CB25 9JZ

**Phone:**

01223 441452



**Date we did the inspection:**

12 & 13 October 2015



Waterbeach is a care home.[When we visited, four 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 Waterbeach is safe, gives good results, caring, meets people's needs, and is managed well.

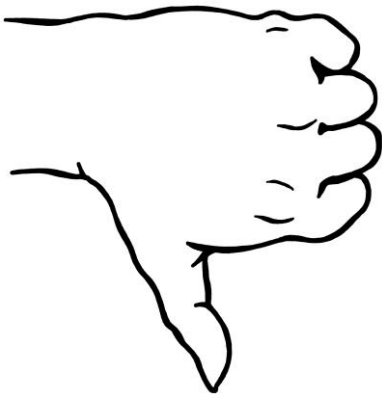
Here is what we found.



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 poor.



There were not always enough staff to keep people safe.



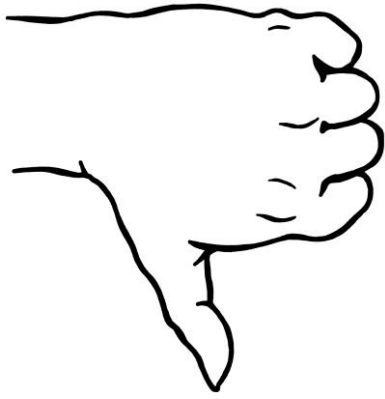
Staff didn't always know how to give people their medicines safely.



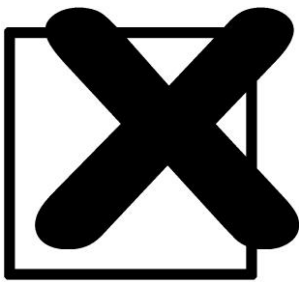
Action hadn't always been taken to reduce risks to people.



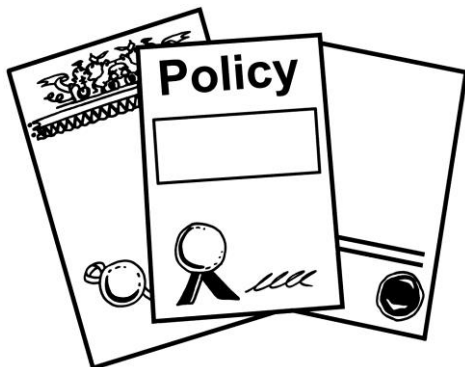
**Does the service give good results?**



We gave this service a score of 'inadequate', which means it is poor.



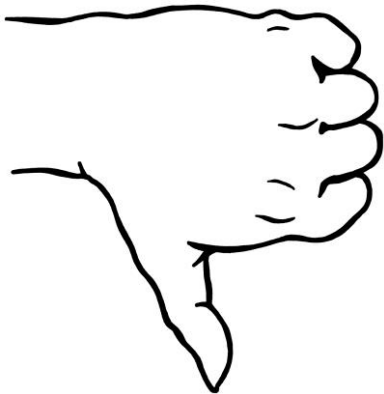
Staff didn't have the right training.



Staff didn't always follow the right procedures.



**Is the service caring?**



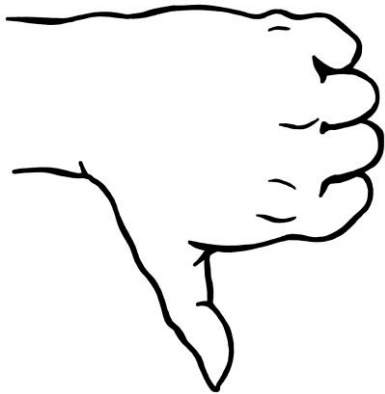
We gave this service a score of 'inadequate', which means it is poor.



Sometimes staff did not respect people's privacy.



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

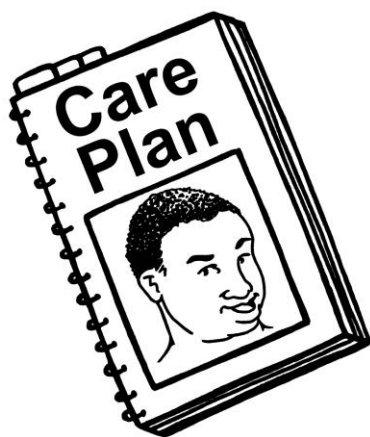


We gave this service a score of 'inadequate', which means it is poor.



People were not able to choose what activities they wanted to do.

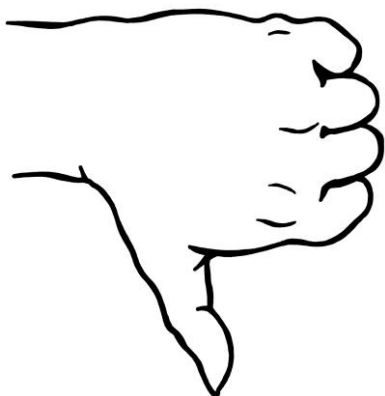




Staff didn't always have up to date information about people.



**Is the service managed well?**



We gave this service a score of 'inadequate', which means it is poor.

Checks to make sure that the service was offering a good quality



service were not being completed often enough.

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