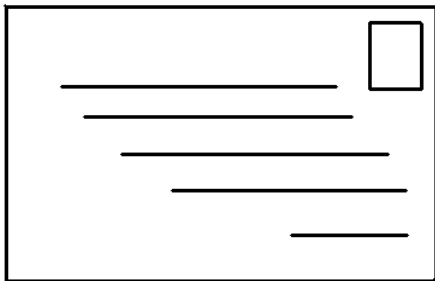


What we think about The Maples?

Easy read report

	<p>Address:</p> <p>Tokers Green, Reading, Berkshire RG4 9EY</p> <p>Phone: 0118 9071982</p>
	<p>Date we did the inspection:</p> <p>5 October 2015</p>
	<p>The Maples is a residential care home registered to provide accommodation and personal care. They support up to 15 people who have autism and accompanying learning disabilities.</p> <p>When we visited there were 13 people living there.</p>



About the Care Quality Commission



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

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

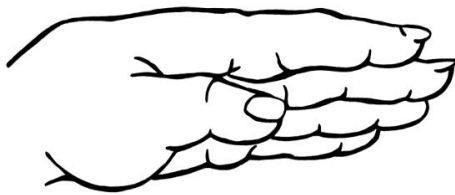


Here is what we found.

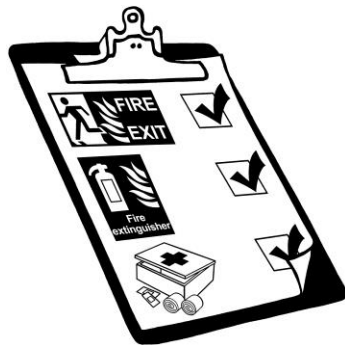
We ask five questions about services and this is what we found



Is the service safe?



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



Risk assessments had not been kept updated.



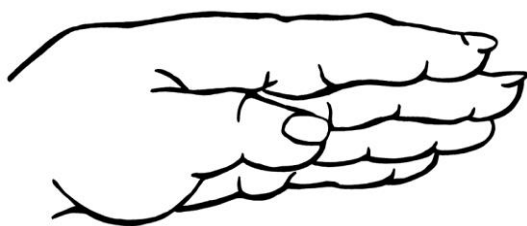
People's medicines were not always managed in a safe way.



Staff knew how to keep people safe from harm.



Does the service give good results?



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



Staff did not always receive the support and training they needed to meet people's needs.



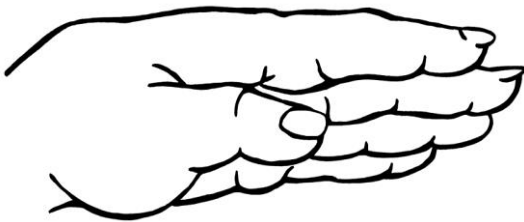
Staff did not always understand about important legal information such as the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards.



People got support to see the doctor and other people they need to see.



Is the service caring?



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



Staff did not always talk to people.



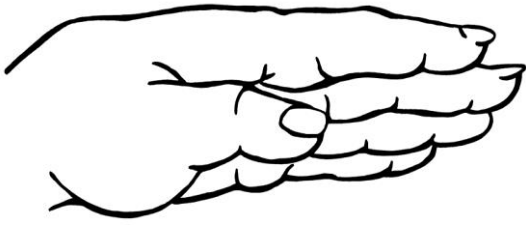
Staff did not always knock before going into someone's room.



People could make choices.



Does the service meet people's needs?



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



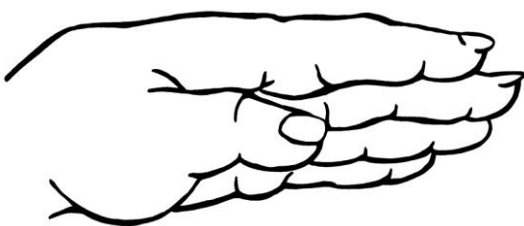
Records of people's care were not always up to date.



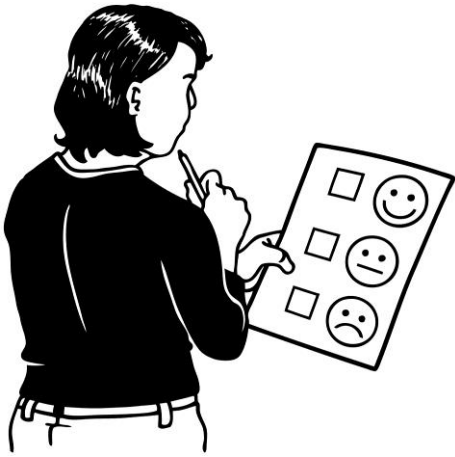
People were involved in developing their support plans and take part in activities they enjoyed.



Is the service managed well?



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



Quality assurance systems were not being used effectively to improve the service.

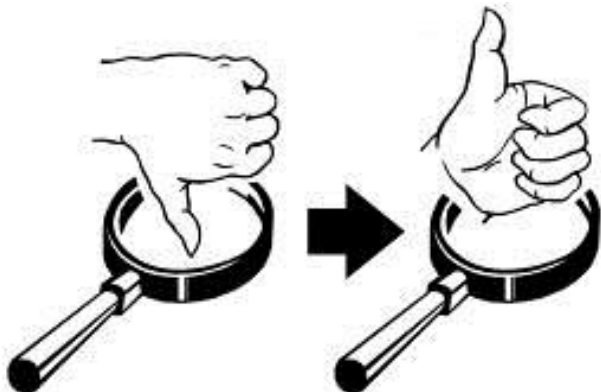


The managers had some ideas about making things better.



People thought the manager was good.

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**