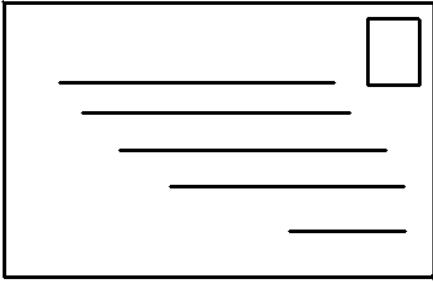


What we think about Rocklyn

Easy read report



Address:

46-47 Esplanade

Whitley Bay

Tyne and Wear

NE26 2AR

Phone:

0191 2529036



Date we did the inspection:

23 July 2015



Rocklyn is a care home for people with learning disabilities. When we visited there were 8 people with learning disabilities 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 Rocklyn is safe and is managed well.

Here is what we found.

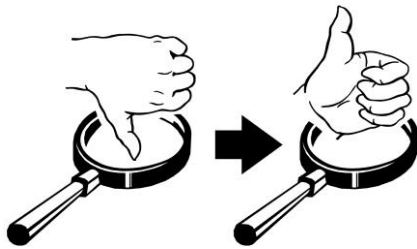


We were shown around Rocklyn.

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



Is the service safe?



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



The service was still in need of more repair.



Staff knew how to keep people safe from harm.



There were enough staff to look after people.



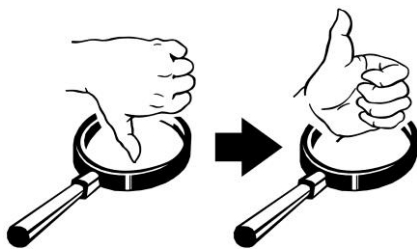
Rocklyn was not always clean and this was more difficult due to the state of repair.



Staff knew how to write down and store your medicines.



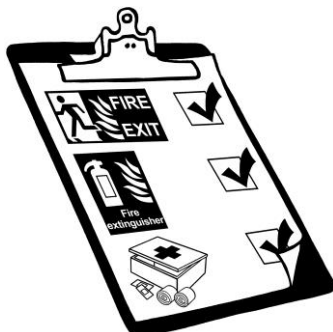
Is the service managed well?



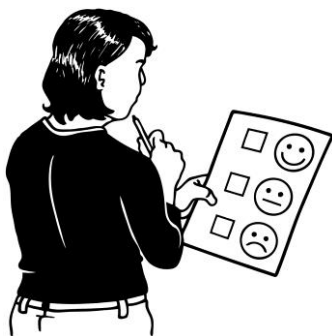
We gave this service a score of 'requires improvement', which means it needs to get better.



Rocklyn was not always well managed.



The manager and provider needs to improve the checks that are done at the home.

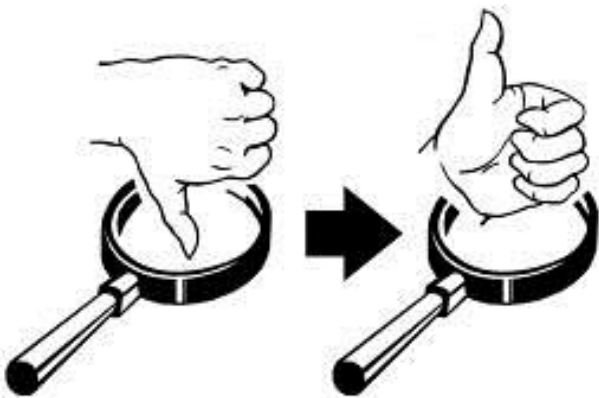


People and their relatives were asked their views on the home. Although surveys needed to be completed.



Staff had regular meetings to talk about how things at the service could improve.

What happens next?



We have asked this service to make improvements. 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**