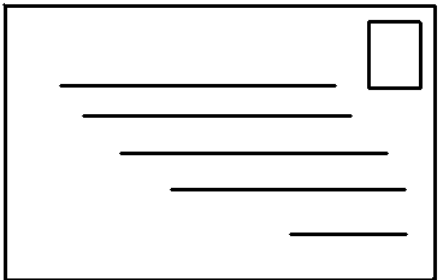




What we think about

Treloar College

Easy read report

	<p>Address:</p> <p>London Road, Holybourne, Alton, Hampshire, GU34 4GL</p>
	<p>Date the inspection was done:</p> <p>02/2013</p>
	<p>Treloar College is a residential further education establishment for up to 163 students with physical and, or learning disabilities.</p> <p>There are residential houses and flats on the campus and these are registered to provide personal and nursing care, treatment of disease, disorder and injury and diagnostic and screening procedures, twenty four hours a day.</p>



If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**

Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



How we checked Treloar College



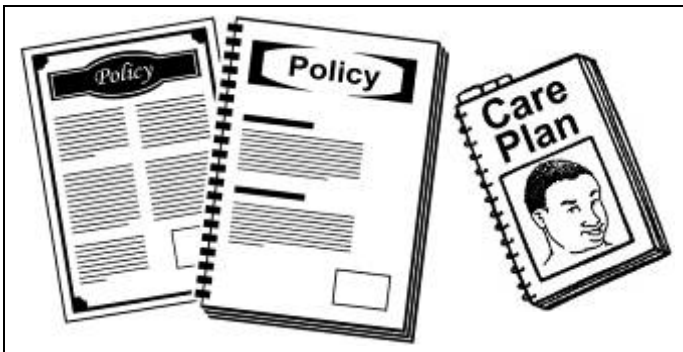
An **expert by experience** (someone who uses services or a family carer) came with us to find out from people what it was like at Treloar



We asked people and their supporters for their views.



We asked staff and managers for their views.



We looked at policies, records and care plans.



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



We thought about what we learnt.

We decided what Treloar College was doing right and what it was not doing well.

What we found out about Treloar College



What they were doing right at Treloar College



Before a person moves into Treloar College their needs are checked.



The person and people important to them are asked what they think.



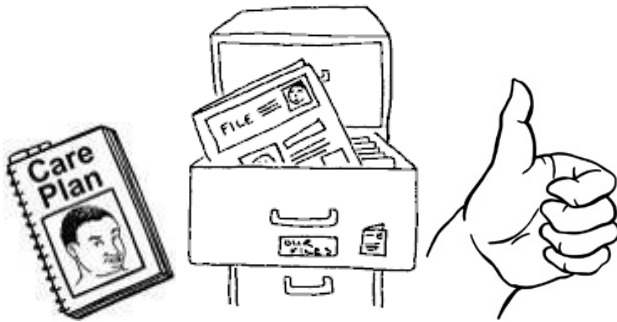
Treloar College gives people information about what it is like to live there in a way they understand.



Staff listen to what people say about the care they get.



People get the help they need to learn how to be independent and care for themselves.



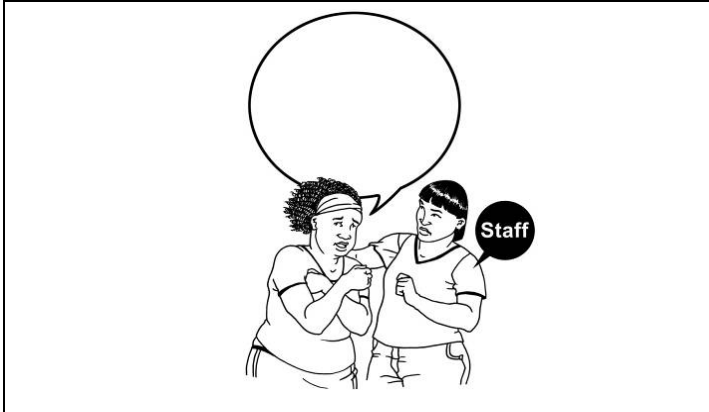
People's care plans and other records were up to date.



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



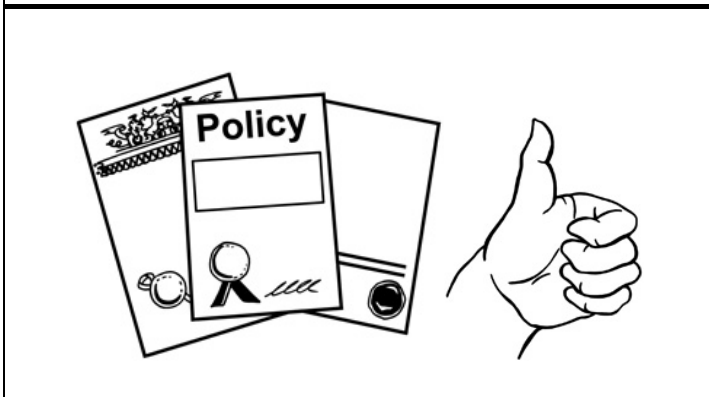
Staff helped make people feel safe.



People know who to tell if they don't feel safe.



Staff get training to make sure they meet peoples needs in the best way.



The senior staff often checked Treloar College to make sure care was good and people were safe.



What will happen next



Treloar College is meeting the government standards about quality and safety. We will go back to check this again in the future.

