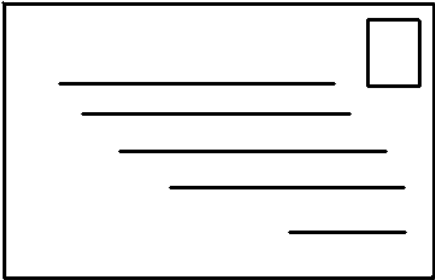



What we think about:

Grosvenor Court

Easy read report

	<p>Address:</p> <p>15 Julian Road Folkestone Kent CT19 5HP</p>
	<p>Date the inspection was done:</p> <p>11 December 2013</p>
	<p>Grosvenor Court is registered to provide accommodation and personal care to adults who have learning disabilities. The service can accommodate up to 17 people.</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.



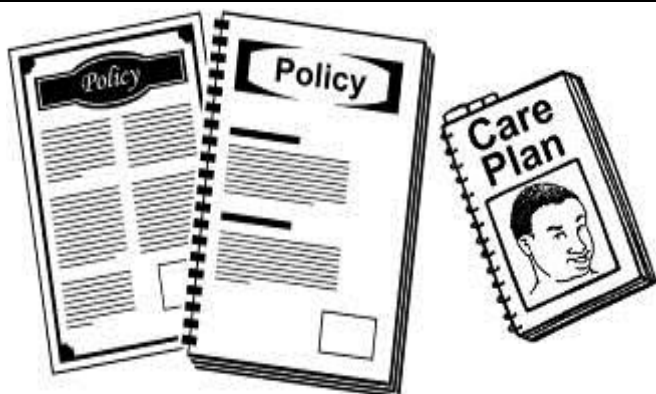
How we checked Grosvenor Court



We asked people for their views.



We asked staff and visitors and the manager for their views.



We looked at policies, records and people's care plans.



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



We thought about what we had seen and what we had learnt.

We made decisions about what Grosvenor Court was doing right and what it might not be doing so well.

What we found out about Grosvenor Court



What they were doing right at Grosvenor Court



Before a person moved into Grosvenor Court their needs were checked.



People had the right level of help with their personal care needs.



People had a care plan that met their needs.



Staff helped people to make healthy living choices.



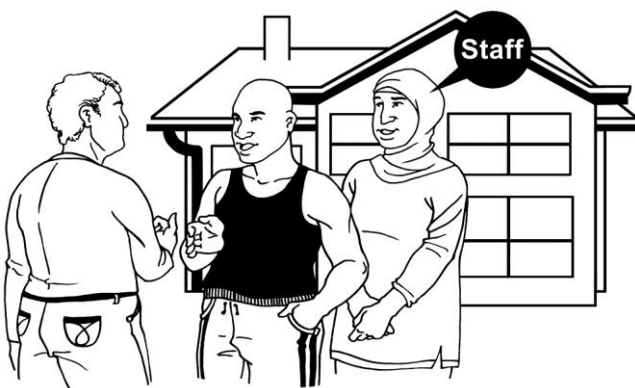
People got support to see the doctor and other people they needed to see.



Staff helped to protect people from the risks of abuse.



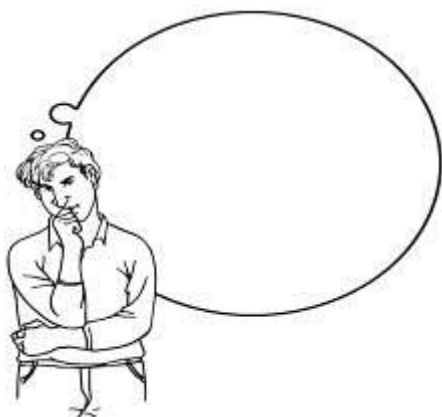
Staff helped people to take their medicines safely.



Staff knew people well and how to support them. There were enough staff and they had training to make sure they met people's needs in the best way.



People's records were up-to-date and kept safely to protect their personal details.



What will happen next



We found that Grosvenor Court were doing things right. We will visit Grosvenor Court again in the future, to check that things are still ok.