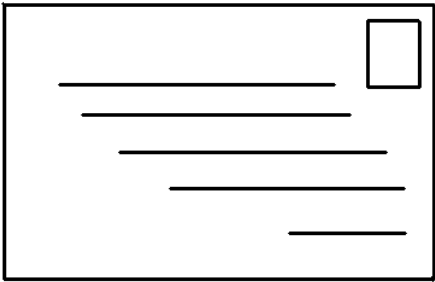

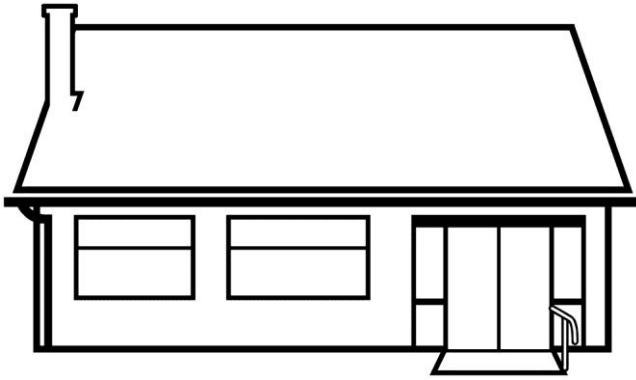


What we think about St Brannocks

Easy read report

	<p>Address: Dymchurch Road, New Romney, Kent, TN28 8UF</p> <p>Phone: 01797 366663</p>
	<p>Date the inspection was done:</p> <p>13 August 2014</p>



St Brannocks is a care home. When we visited six 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 St Brannocks is safe, caring, meets people's needs gives good results and is managed well.

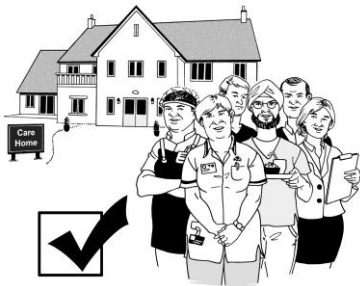


Here is what we found.

The five questions we ask about services and what we found



Is the service safe?



The service was safe.

There were enough staff to meet people's needs.



People were helped to take risks safely.



Staff were trained in preventing abuse and keeping people safe.



Staff knew how to help people make decisions.



Does the service give good results?

The service gave good results.



People were involved in planning their care and support.

Staff understood people's needs and listened to people.



Some people's family or representatives helped them make choices.



People were asked about the food they liked to eat. Staff supported people who had special dietary needs.



Is the service caring?



The service was caring.

Staff were caring and gave people help when they needed it.

Staff treated people with respect.

People said they were happy living in the home, but did not always get on with the people they lived with. Staff helped people try to resolve the issues they had with each other.



Does the service meet people's needs?



The service met people's needs.

People had care plans that staff understood and followed.



People enjoyed activities and going out with staff.



Is the service managed well?

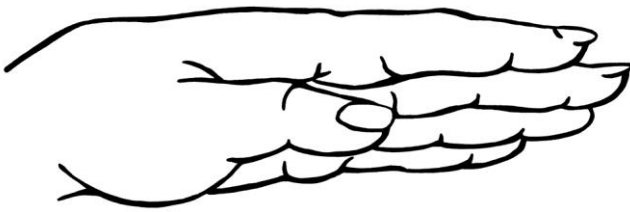
The service was not always well managed.

Staff said they thought communication between staff and between staff and the manager could be improved.

Staff said they did not always feel listened to.

Staff said that they did not always work in the same way with the people they supported and this could be confusing for people

Staff knew how to care for and help people.





The manager made sure there was enough staff to meet people's needs.



People knew how to complain if they were not happy.

What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

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