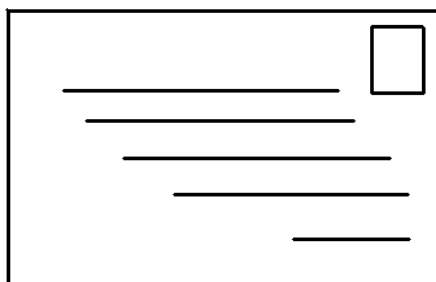


# What we think about

Henshaws Society for Blind People - 12  
Church Avenue Harrogate

## Easy read report



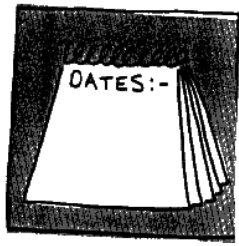
### **Address:**

12 Church Avenue

Harrogate

North Yorkshire

HG1 4HE



**Date the inspection  
was done:**

1 May 2014



Henshaws Society for  
Blind People - 12 Church  
Avenue Harrogate looks  
after six people.

It is a large three storey  
semi-detached house  
with a small garden to the  
front and rear.

People who live there  
have a learning disability  
and an additional sensory  
impairment.



The registered provider is  
Henshaws Society for  
Blind People.



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](mailto: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**  
Henshaws Society for  
Blind People - 12  
Church Avenue  
Harrogate



We wanted to find out from people what it was like at Henshaws Society for Blind People - 12 Church Avenue Harrogate.



We asked the following questions;

Is the service safe, effective, caring, responsive and well-led?



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 Henshaws Society for Blind People - 12 Church Avenue Harrogate was doing right and what it was not doing well.



# What we found out about Henshaws Society for Blind People - 12 Church Avenue Harrogate



**What they were doing right at Henshaws Society for Blind People - 12 Church Avenue Harrogate**



Staff spoke to people about their needs.



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



Henshaws Society for Blind People - 12 Church Avenue Harrogate 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.



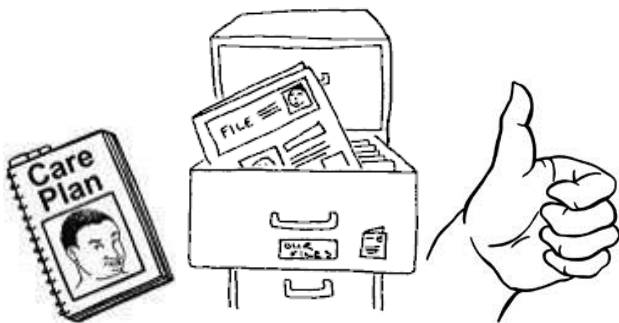
Staff help people to make healthy living choices.



People got the help they needed to learn how to be independent and care for themselves.



People told us staff helped them sort out any problems.



People had care plans that said what they needed.

Care plans and other records were up to date.



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



People were able to choose what activities they would like to do.

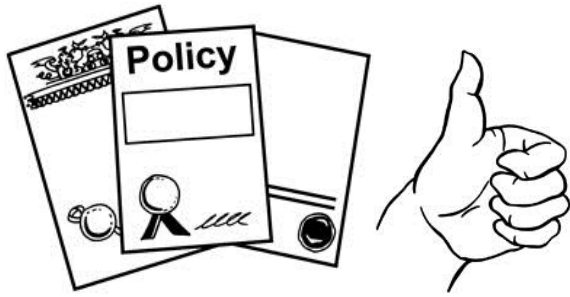
Activities took place regularly outside.



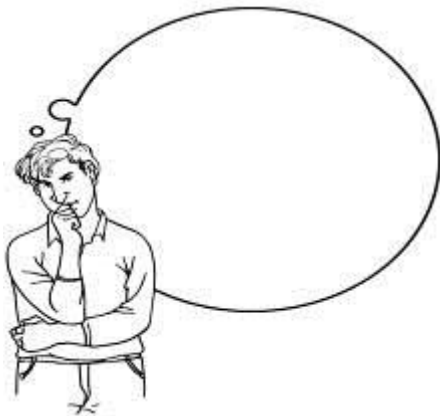
Henshaws Society  
for Blind People - 12  
Church Avenue  
Harrogate uses other  
professionals to keep  
people safe when  
they need to.



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



The owner often checked Henshaws Society for Blind People - 12 Church Avenue Harrogate to make sure care was good and people were safe.



**What will happen next**

Henshaws Society for Blind People - 12 Church Avenue Harrogate is meeting the government standards about quality and safety. We



will go back to check  
this again in the  
future.