

What we think about Newtondale

Easy read report

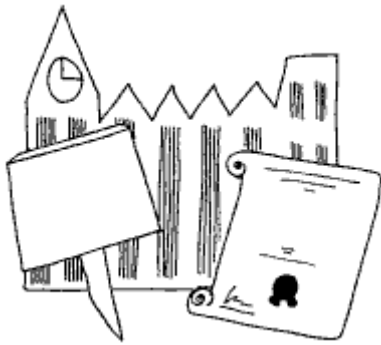
Avocet Trust - Newtondale

Region:	Hull, North and North East Lincs
Location address:	Newtondale Sutton Park Hull
Type of service:	Social Care
Date the review was completed:	3 April 2014
Overview of the service:	Newtondale is registered to provide care and accommodation for one person who has a learning disability. Services are provided from a semi-detached bungalow in a residential area in East Hull, close to local amenities.

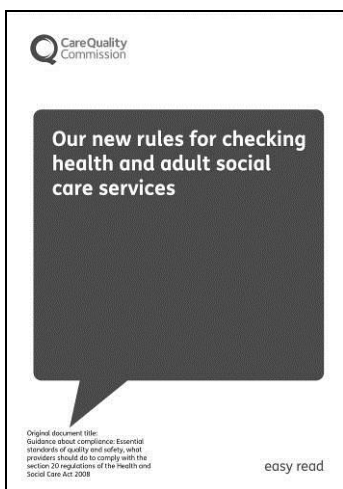
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Telephone: **03000 61 61 61** or Email: **enquiries@cqc.org.uk**

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.



We register services that meet the standards.

We check services keep doing things right so people feel safe.

How we checked if Newtondale was doing things right



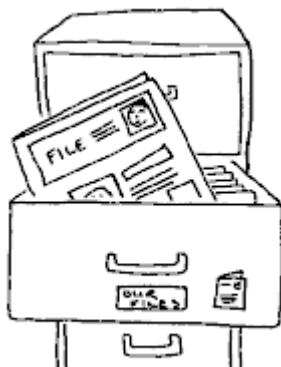
We asked people and their supporters for their views.



We asked people who know the service, such as the local commissioning team, what they thought.



We asked Newtondale staff for their views.



We read some records.



We thought about what we learnt.

We decided what Newtondale was doing right and what it was not doing well.

What we found out about Newtondale




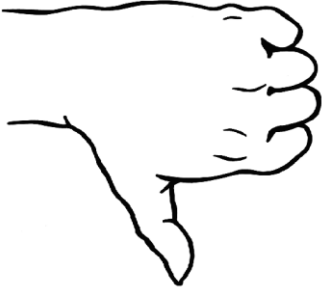


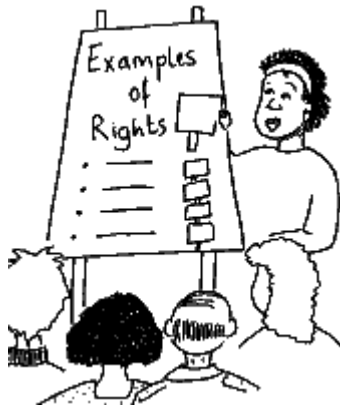
What they were doing right at Newtondale



People who received a service told us that they were able to live an active lifestyle and were involved in making some decisions about how they wanted to spend their time.




	<p>People got the right care and support in a safe way. They also saw other healthcare professionals when they needed to.</p>
	<p>Staff completed training that made sure they knew how to look after people who used the service.</p>
	<p>People could complain about the service and have their views were listened to.</p>
	<p>What Newtondale was not doing well</p>



We did not have any concerns about this service.

What some words and pictures mean

Owner	The person or organisation that owns the service.
Staff	People who work at the service and help people who use it.
Essential standards	The most important rules about how a service should keep people safe and meet their needs.
	People should have a written plan about how they will stay healthy.