

What we think about Roxby House

Easy read report

	<p>Address:</p> <p>Winterton Road Roxby DN15 0BJ</p> <p>Phone: 01724 733777</p>
	<p>Date we did the inspection:</p> <p>18 and 19 June 2015</p>



Roxby House is a care service providing accommodation and personal care for up to thirty younger adults with a learning disability and autistic spectrum disorder. There were twenty eight people living at the service on the day of our inspection. Roxby House consists of four different houses. Each house has flats for people to live on their own or together.



About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by Roxby House is safe, gives good results, caring, meets people's needs and is managed well.

Here is what we found.



We ask five questions about services and this is what we found.



Is the service safe?

The service was safe.



Staff had training on how to keep people safe.



Staff knew how to keep people safe from harm.



Does the service give good results?

The service did give good results.



We saw that people were involved in decisions about their care.



Staff had good systems to make sure people got medical help when they needed it.



Is the service caring?

The service was caring.



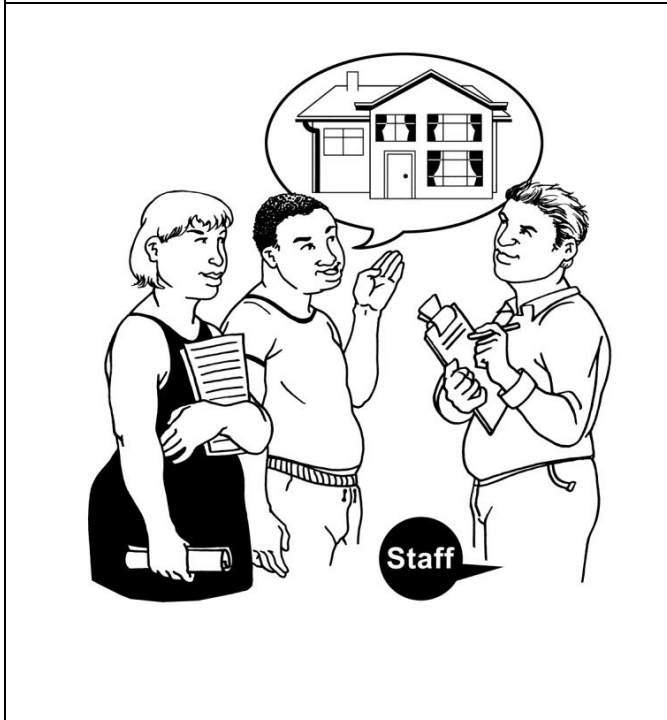
Staff respected people's privacy.



People were able to choose where to go if they wanted to be on their own.

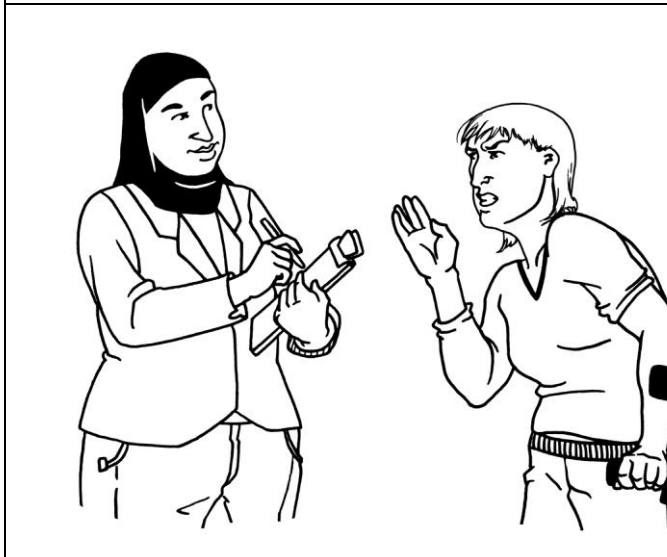


Staff supported people with their independence.



Does the service meet people's needs?

The service did meet people's needs.



There was a complaints procedure at the service and people knew how to complain.



People were able to choose what activities they wanted to do.



People were helped to keep in touch with their families.



Is the service managed well?

Roxby House was well managed.



Staff had meetings to talk about how things at the service could improve.



People who used the service were able to say how they felt about the service.



We gave Roxby House a score of 'outstanding', which means it is really good.

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**