**What we think about**

Pegasus Care Home

**Easy read report**

<table>
<thead>
<tr>
<th>Address:</th>
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<tbody>
<tr>
<td>65-67 Beeches Road, West Bromwich, B70 6HQ.</td>
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</table>

| Phone: |
| 01215532900 |

| Date the inspection was done: |
| 31 July 2014 |
Pegasus Care Home provides personal care for people with learning disabilities.

If you would like this report in another format or language you can contact us at:

Phone: 03000 61 61 61

Email: enquiries@cqc.org.uk
### About the Care Quality Commission

We make sure health and social care services give people safe, kind and very good care.

We also want to help services get better.

We check services in England to make sure they meet the rules about how good a care service must be.
How we checked Pegasus Care Home

We visited Pegasus Care Home on 31 July 2014.

We talked with people who used the service.

We asked carers and family of people who used the service what they thought.
We talked with staff.

We looked at the information about people’s care needs and looked at people’s care records.
We watched to see how staff treated people who used the service.

We thought about what we learnt.

We decided what the people who run Pegasus Care Home were doing right and what they were not.
What we found out about Pegasus Care Home

<table>
<thead>
<tr>
<th>What was good about Pegasus Care Home</th>
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<tbody>
<tr>
<td>Before a person moved into Pegasus Care Home their needs were checked.</td>
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<tr>
<td>Before getting care or treatment people were asked if they agreed to it first and their decisions were respected.</td>
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<tr>
<td>Staff had learnt to understand what people wanted by their noises and actions.</td>
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</table>
People’s care plans and other records were up to date and person-centred.

Information on people’s care was written in an easy read format.

The building was safe, clean and met people’s needs.
People got care, treatment and support that met their needs and looked after their rights.

People’s care was planned carefully and choices were written down in files.

Staff knew people really well and what their needs were.
People were kept safe from abuse, or harm, in Pegasus Care Home.

Care was planned and given in a way that made sure people were safe and looked after well.

There was a good system to look after people and keep them safe from danger.
There was a good system for looking after people’s money.

Pegasus Care Home gave good information on how to keep people safe from abuse and who to speak to if anyone was worried.

Medication was managed in the right way.
<table>
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<tr>
<th><img src="https://via.placeholder.com/150" alt="Image" /></th>
<th>There were enough staff to meet people’s needs.</th>
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<tbody>
<tr>
<td><img src="https://via.placeholder.com/150" alt="Image" /></td>
<td>Staff got training and support to make sure they met people’s needs in the best way.</td>
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<tr>
<td><img src="https://via.placeholder.com/150" alt="Image" /></td>
<td>Staff were trained in food safety.</td>
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</table>
Staff knew how to give **First Aid.**

**First Aid** is when help is given to a sick or injured person until full medical help comes.

People were protected from **discrimination.**

**Discrimination** is when someone is treated unfairly because they are seen as different.

The owner checked to make sure new staff were safe to look after people.
Complaints were dealt with well and there was a good plan in place for looking at how likely something dangerous might happen.

Complaints procedure was available in an easy read format.

The owner had a good system to check that Pegasus Care Home gave the best service and where needed made things better.
Question forms were used to check how people and their families felt.

Pegasus Care Home holds regular team meetings so staff are up to date with policies and procedures.
What was bad about Pegasus Care Home

People were not always involved in planning their care.

Staff did not always listen to what people said about the care they got.
People’s care plans and other records were not up to date.
What happens next?

We have asked Pegasus Care House to tell us how and when they will make things better by 1 October 2014.

We will check they do this.