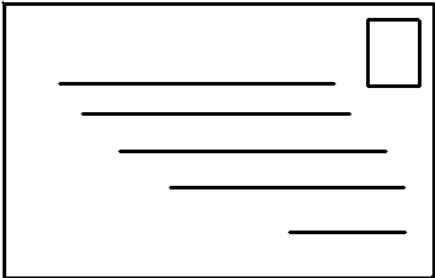


What we think about Forget Me Not Residential Home

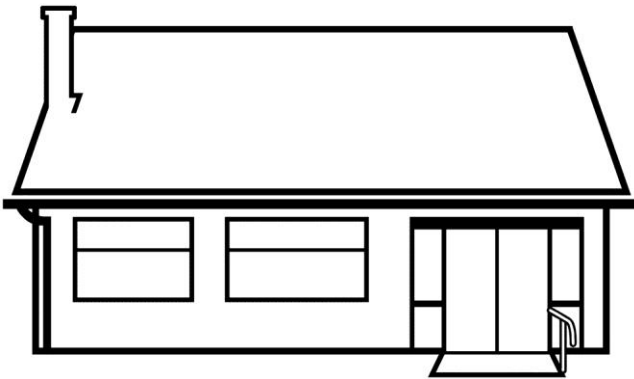
Easy read report

	<p>Address: 151 Burnham Lane, Burnham Lane, Slough, Berk. SL1 6LA</p> <p>Tele: 01628 668902</p>
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Date the inspection was done:

25, 26, 27 November 2014



Forget Me Not Residential Care Home provides accommodation for up to 16 older people. Some whom have dementia.

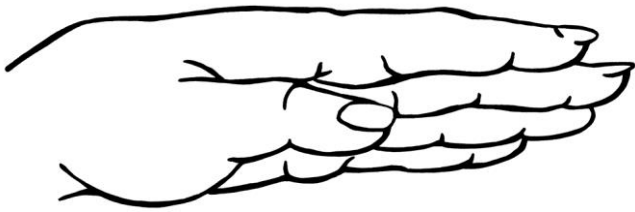


About the Care Quality Commission



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

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

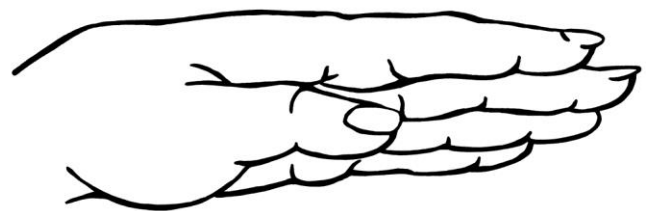


Here is what we found.

The five questions we ask about services and what we found



Is the service safe?





Paper work concerning how people are safely helped out of the building in the event of a fire, were not clear.



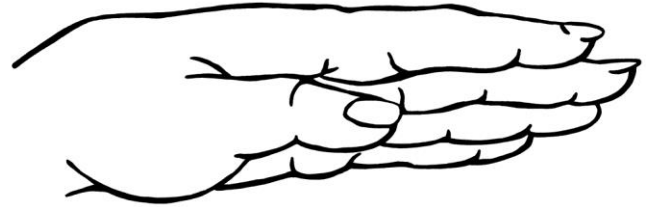
There were enough staff to meet people's needs.



Staff were trained in preventing abuse and keeping people safe.



Does the service give good results?



People were involved in planning their care and support.



Staff understood people's needs and listened to people.



People had help with eating and drinking. Some people had seen a dietician to advise them on what they should eat and drink.



Is the service caring?





The service was caring.

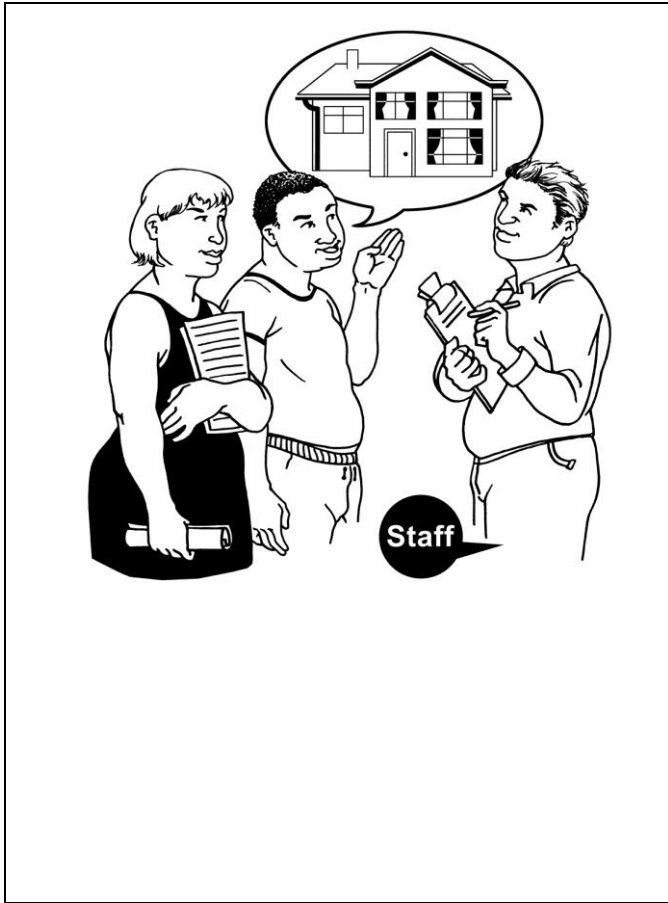
Staff were caring and gave people help when they needed it.



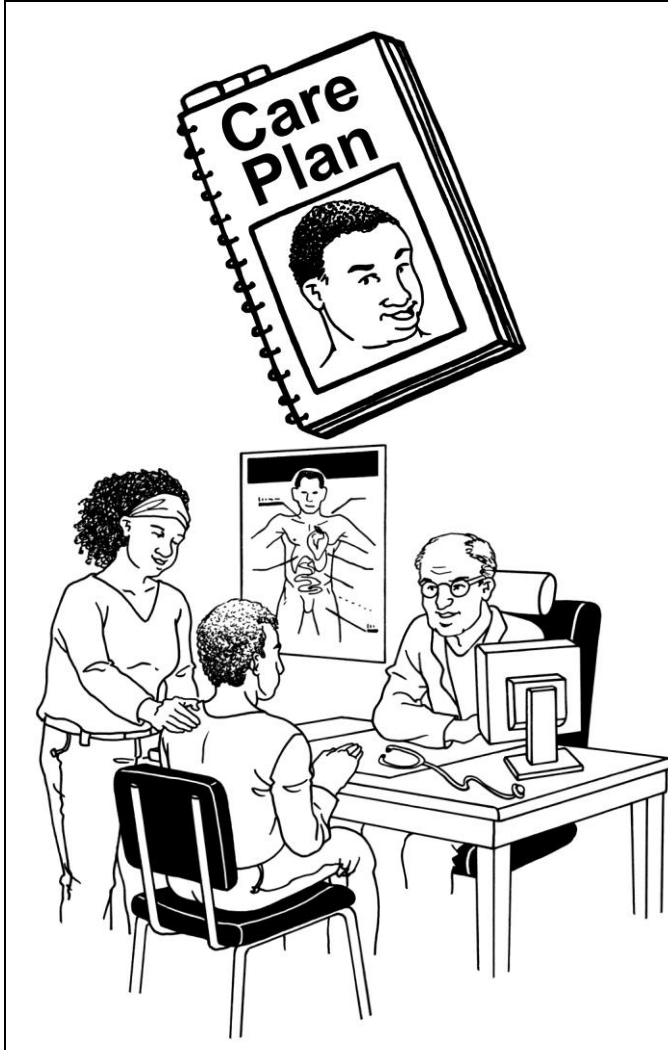
Staff treated people with respect.



People were relaxed and comfortable living in the home.



Does the service meet people's needs?



People had care plans that staff understood and followed.

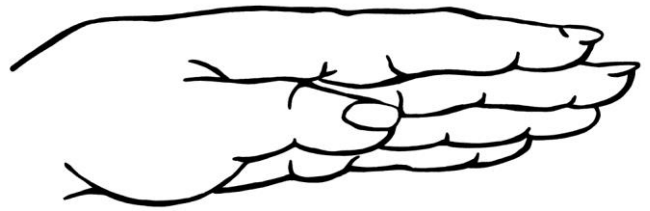
People had access to health professionals, when needed.



People enjoyed activities and going out with staff.



Is the service managed well?



The home asked for feedback. However, not all feedback was responded to.



We found the home did not always tell about events that happened which affected people.

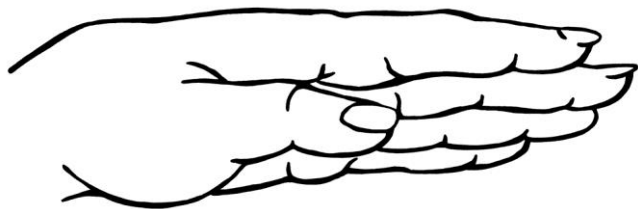


The manager made sure there was enough staff to meet people's needs.



People knew how to complain if they were not happy.

What happens next?



We have asked this service to make changes. We will go back to check this again.

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