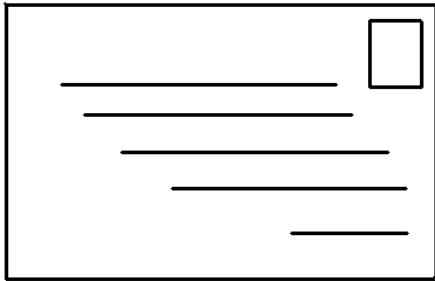


What we think about 182 Ashby Road

Easy read report



Address:

182 Ashby Road

Burton on Trent

DE15 0LB

Phone: 01283 563447



Date we did the inspection:

11 November 2015



182 Ashby Road provides care and support for 5 people with a learning disability.





About the Care Quality Commission



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

We checked to see whether the service given by 182 Ashby Road 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?



We gave this service a score of 'good'.



Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely



Does the service give good results?



We gave this service a score of 'good'.



We saw that people and their relatives 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?



We gave this service a score of 'good'.



Staff supported people to make choices in their daily lives



Staff respected people's
privacy



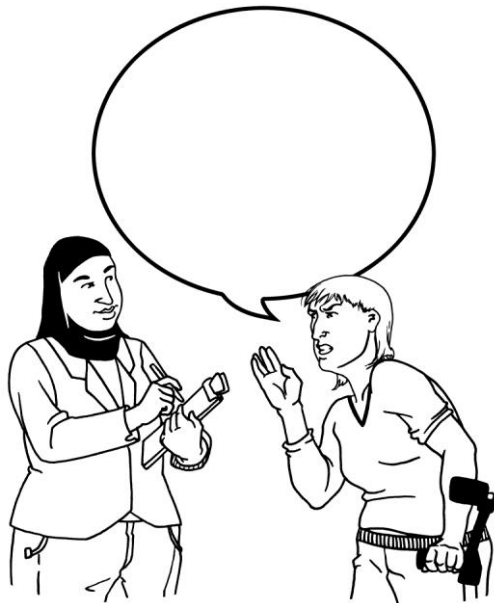
**Does the service meet
people's needs?**



We gave this service a score
of 'good'.



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



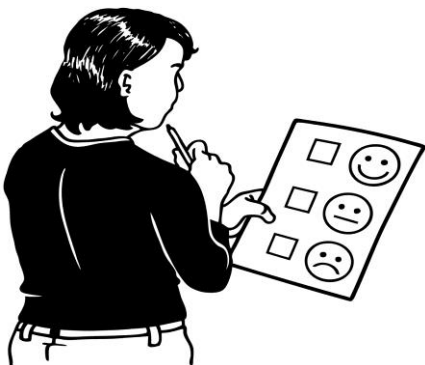
People knew how to make a complaint if they were unhappy.



Is the service managed well?



We gave this service a score of 'good'.



People were asked for their views of the service



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

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**