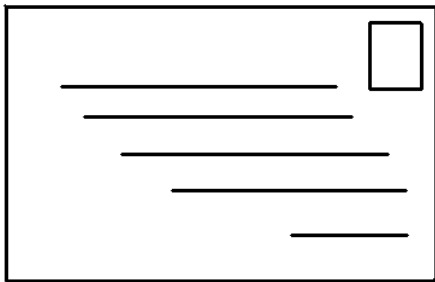


What we think about Cordwainers

Easy read report



Address:

Chase Lane

Off Chase Road

Lindford

Hampshire

GU35 0RW

Phone:

01420 472459



Date we did the inspection:

11 and 12 November 2015



Cordwainers is a care home. When we visited, eight people with learning disabilities were living there.





About the Care Quality Commission



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

We checked to see whether the service given by Cordwainers 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

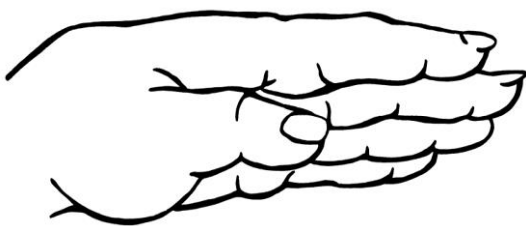


Is the service safe?

[Select easy read pictures for findings from [Y:\CQC_Records\ENGAGEMENT\Editorial and Planning\Accessible Communications\CQC Easy Read Picture Bank](#)]

[Begin each domain with the rating – copy and paste ratings from the four pictures and descriptions below. Then follow with key points, as per examples, with pictures from bank – link on left]

[Any queries, contact accessible.communications@cqc.org.uk]



We gave this service a score of 'requires improvement', which means it needs to get better.



Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely.



There were not enough staff to meet people's needs.



Does the service give good results?



We gave this service a score of 'good'.



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



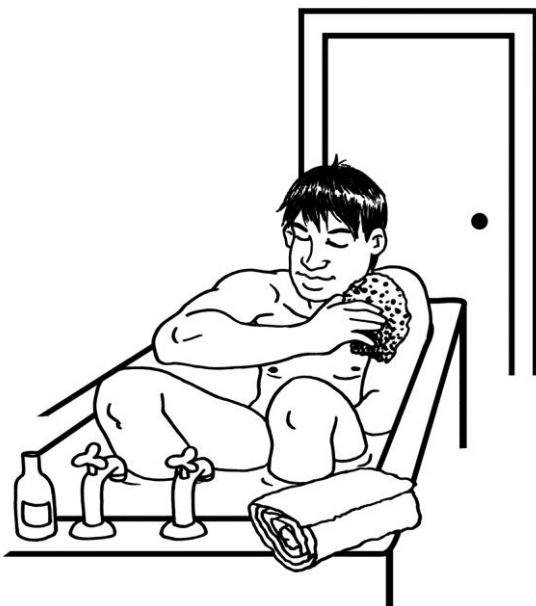
Staff had good systems to make sure people got medical help when they needed it.



Is the service caring?



We gave this service a score of 'good'.



Staff respected people's privacy.



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



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 were helped to keep in touch with their families.



Is the service managed well?

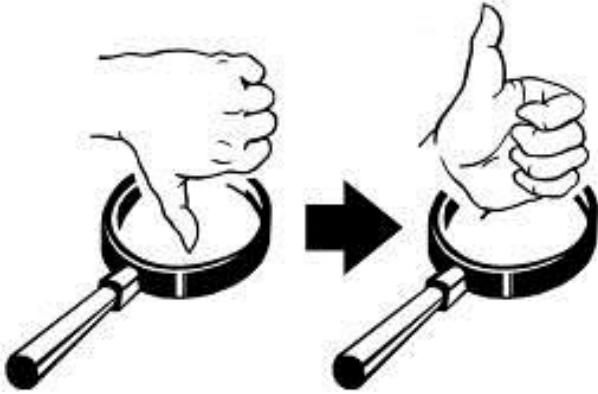


We gave this service a score of 'good'.



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

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

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**