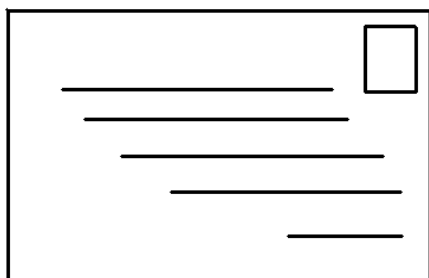


What we think about HF Trust - Trelowen

Easy read report



Address:

1 Blowing House Lane

St Austell

Cornwall

PL25 5AT

Phone: 01726 65366

About the Care Quality Commission



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

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

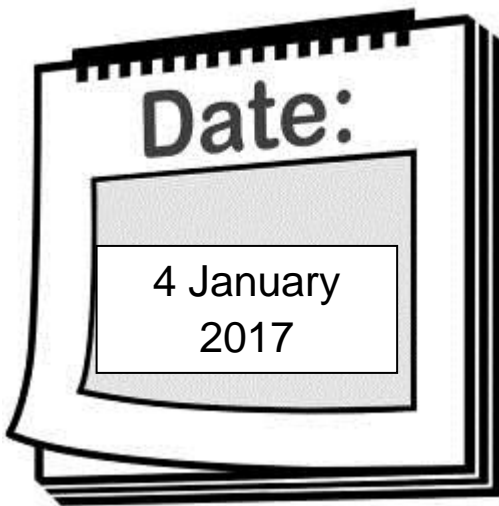
We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



HF Trust - Trelowen is a care home for people who have a learning disability. When we visited six people were living there.



We checked this service on:

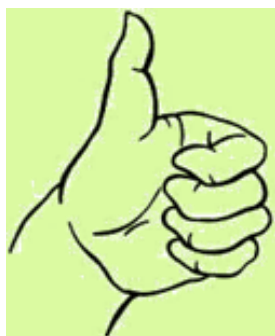
20 September 2017

What we think about this service



Across all the areas we checked, we think this service is **good**

1. Is the service safe?



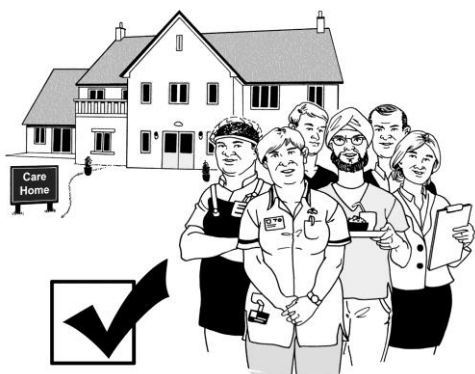
For the question, 'Is the service safe?', we think the service is **good**



Staff knew how to give people their medicine safely.



People's money was kept safely.



There were enough staff to support people well.

2. Is the service effective?



For the question, 'Is the service effective?', we think the service is **good**



Staff talked to doctors to make sure people got medical help when they needed it.



Staff got training to help them do their job properly.



Staff followed the law when keeping people safe.

3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **good**



Staff gave people enough privacy.



People chose what kind of holiday they wanted.

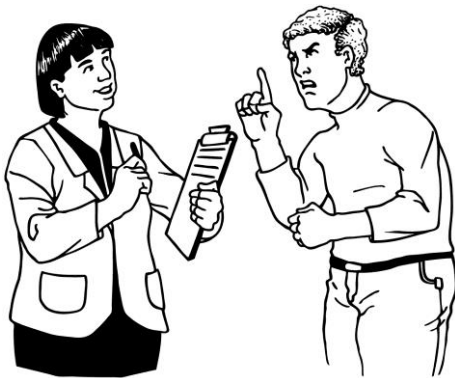


People were helped to be independent.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**



People knew how to make a complaint.

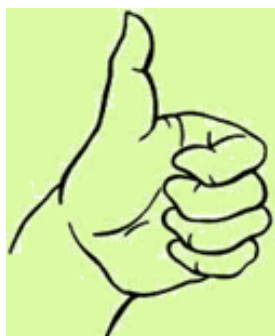


People were always helped to keep in touch with their families.



Staff asked people what they thought of the service.

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **good**



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



There was a reliable staff team



People and their families were asked what they liked and disliked about the service.

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**