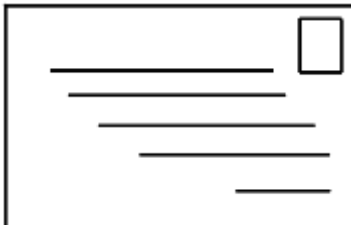


What we think about Waterbeach

Easy read report



Address:

Waterbeach

Fresh Fields

Primrose Lane

Waterbeach

Cambridge

Cambridgeshire

CB25 9JZ

Phone: 01223 441452

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).

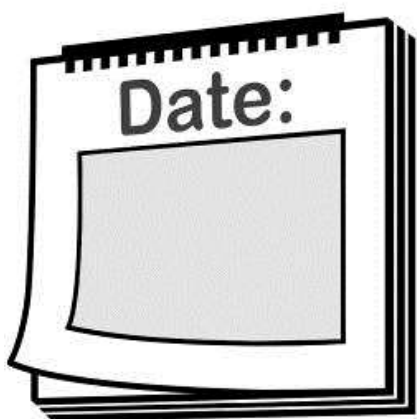
We then give the service ratings (or scores) of:

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

About this service



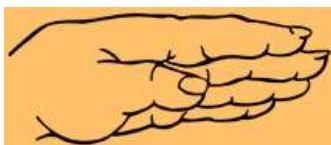
Waterbeach is a care home.
When we visited, 4 people with learning disabilities were living there.



We checked this service on:

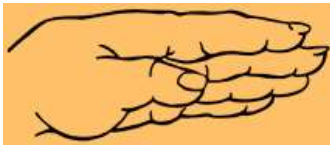
19 April 2016

What we think about this service



Across all the areas we checked, we think this service **requires improvement**

1. Is the service safe?



For the question, 'Is the service safe?', we think the service **requires improvement**



Staff knew how to keep people safe from harm.



Improvements were needed in recording how much medicine was in stock.

Comment [CF1]:
In this section, delete the ratings below that don't apply.

Then delete the examples of practice that don't apply

To insert an additional example:

- Find the row before the place you would like to insert the new row
- Click your cursor in the right margin space at the end of that row
- Press enter on your keyboard
- A new row should appear
- In the left hand box, find an appropriate image to demonstrate your example from our picture bank: [CTRL+CLICK [picture bank](#)]. Click large or extra large icons or use the Search function
- Right click on the image, Copy, and Paste into the box. You may need to resize by clicking on a corner and dragging in or out
- In the right hand box, use plain English to explain your example

The easy read picture bank can be found here:

[\\ims\data\CQC\CQC_Records\ENGAGEMENT\Editorial and Planning\Accessible Communications\CQC Easy Read Picture Bank](#)

Repeat these instructions for the 4 other domain questions below

For further guidance, please email the Accessible Communication mailbox: Accessible.Communications@cqc.org.uk

2. Is the service effective?



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



We saw that people were asked if they agreed with decisions about their care.



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

3. Is the service caring?



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

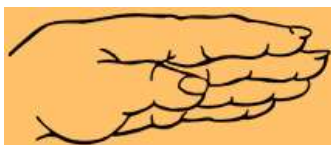


Staff gave people enough privacy.



The staff were kind and caring.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service **requires improvement**

Sometimes people were not supported as they would like to be.

Further improvements to the care plans were needed.

5. Is the service well-led?



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



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



Staff are supported to learn and receive training.

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.

Comment [LA2]:

Delete the comments that don't apply

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**