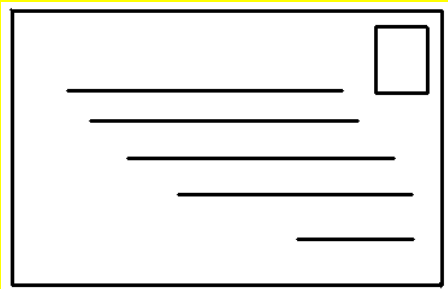


What we think about House Martins Number Two. Easy to read report

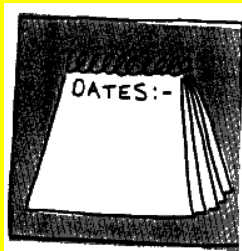


Address:

2 Rivington Road

Salford

M6 8GQ



Date the inspection was done:

25 and 26 January 2016



What sort of service this is:

Residential care and support for
people who are deaf and living with a
learning disability.



If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: 03000 61 61 61

Email: enquiries@cqc.org.uk

Introduction



The law says that health and social care services must meet fundamental standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the fundamental standards.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



**How we checked
House Martins
Number Two.**



**We asked people and their
supporters for their views.**



**We asked families and
social workers of people
who use the service what
they thought.**



We looked at policies, records and care plans.



We watched how well staff treated people using the service.



We asked staff and managers for their views.



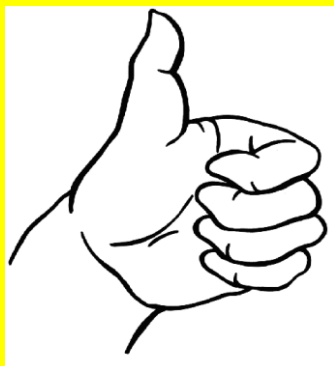
We looked around the houses where people who used the service lived.



We thought about what we learnt...

We decided that House Martins Number Two was doing well and the service was good.

What we found out about House Martins Number Two



What they were doing right...



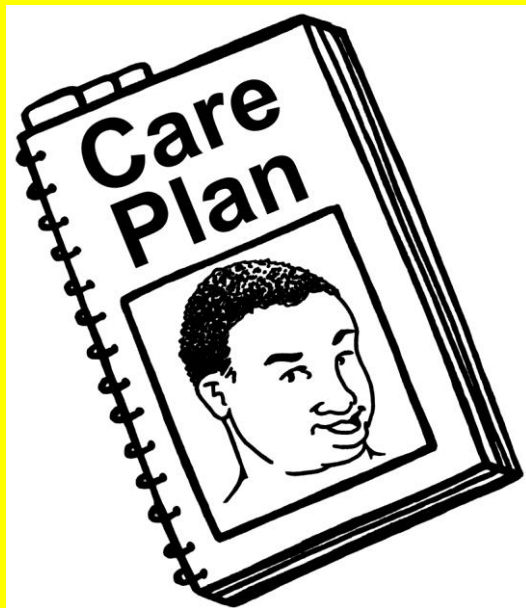
Before a person used the service their needs were checked.



The person and people important to them were asked for their views.



People were given choices and asked what they wanted.



People's support plans had the right information in them and were up to date.



People got support to attend important appointments.



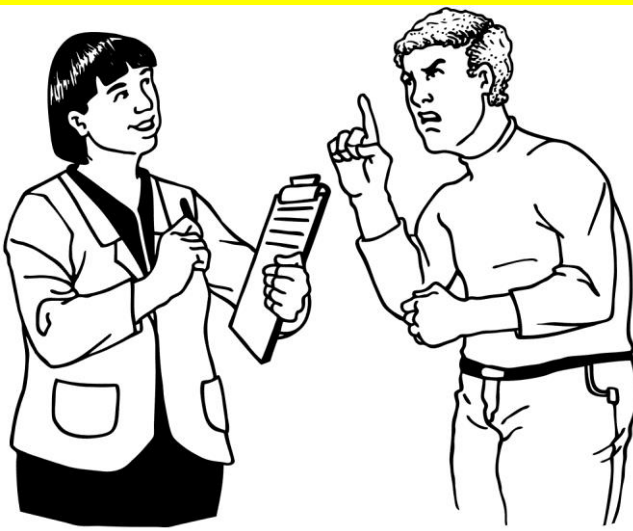
People were supported to continue with their interests and hobbies and to go to work.



People were looked after in buildings that were safe.



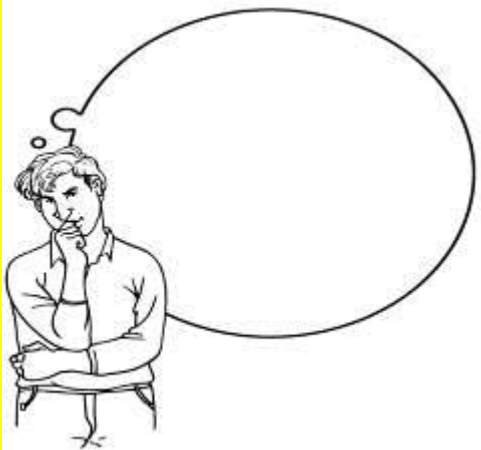
Staff were given support and training to do their jobs well.



Staff listened to people's suggestions and they were able to complain if they wanted to.



We did not think there was anything that House Martins Number Two was not doing well.



What will happen next?



House Martins Number Two is meeting government standards about care and support. We will go back to check this again in the future.