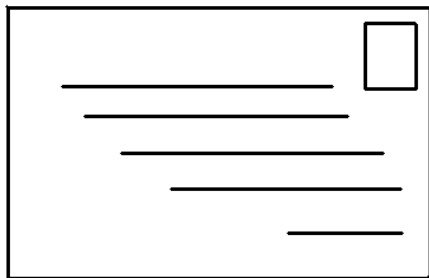


What we think about Sense – 55 Shipdham Road

Easy read report



Address:

Sense – 55 Shipdham Road

55 Shipdham Road

Toftwood, Dereham

Norfolk

NR19 1JL

Phone:

01362 694558

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).

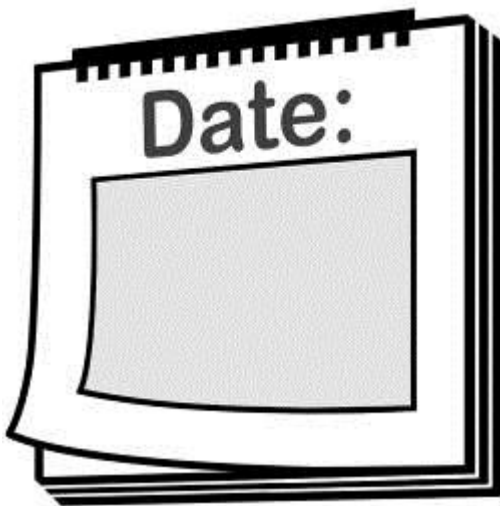
We then give the service ratings (or scores) of:

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

About this service



Sense – 55 Shipdham Road is a community service. When we visited, 6 people with sensory impairments used the service.



We checked this service on:

14 September 2016

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 keep people safe from harm.

Staff knew how to give people their medicine safely.

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 were kind and caring.



Staff made sure they listened to people.

4. Is the service responsive?



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

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

People were supported to plan their own care.

5. Is the service well-led?



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



People and staff were involved in how the home worked.



People and staff were happy with how the home was run.

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**