

What we think about Care Management Group - 361 The Ridge

Easy read report

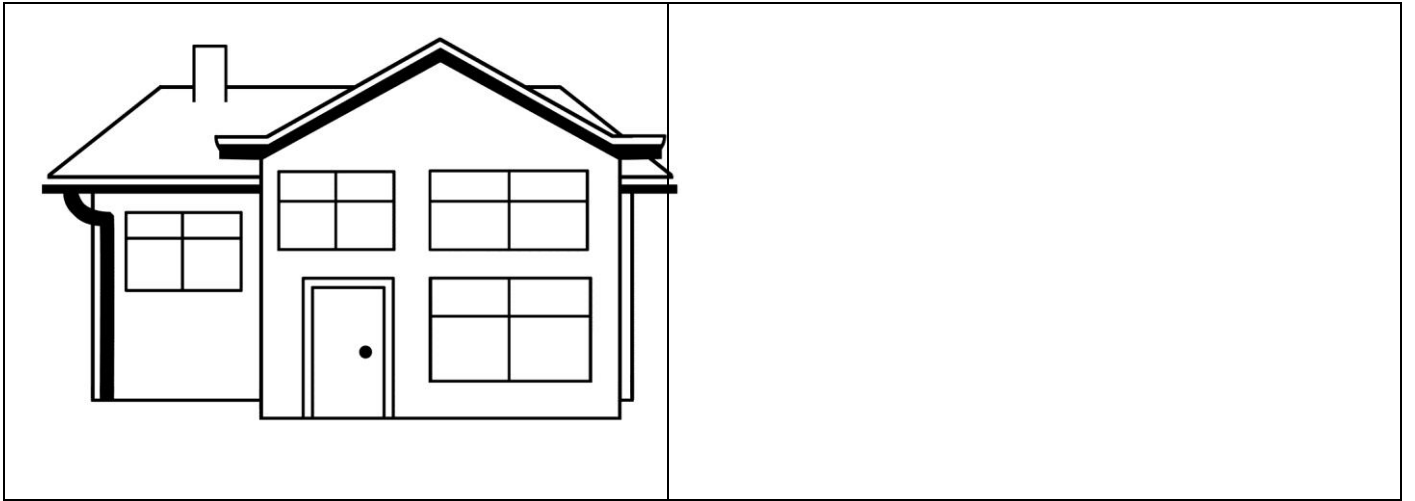


Date we did the inspection:

26 and 28 October 2016



Care Management Group - 361 The Ridge is a residential home providing personal care and support service for people with learning disabilities.





About the Care Quality Commission



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

We checked to see whether the service given by **Care Management Group - 361 The Ridge** is safe, gives good results, caring, meets people's needs, and is managed well.

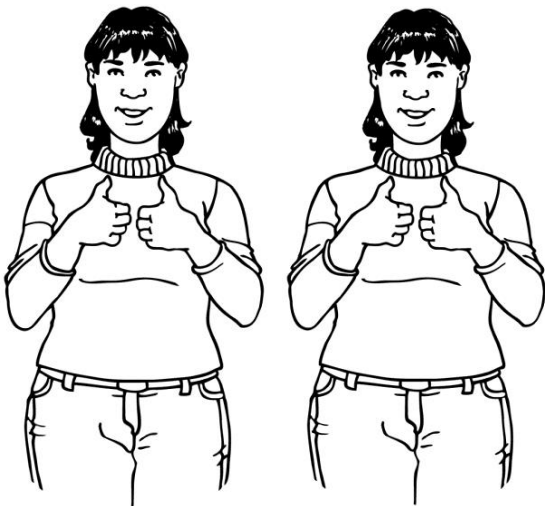
Here is what we found.



We ask five questions about services and this is what we found



Is the service safe?



Care Management Group - 361
The Ridge is safe. We gave a score of 'good'.



Staff knew how to support people to keep safe from harm and be as independent as possible.



Staff knew how to support people to have their medicines safely.



Does the service give good results?



We gave this service a score of 'good'.



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



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'. People said the staff were kind and listened to them.



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 work and hobbies 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'. We thought it was managed well.



People were involved in meetings to talk about how things **Care Management Group - 361 The Ridge** could improve.

People received good quality care and support.

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**