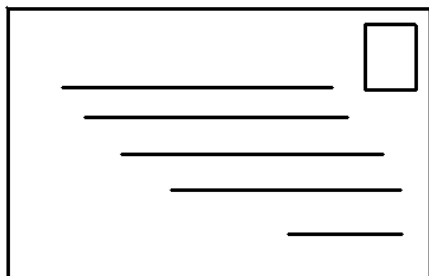


What we think about

Pinetrees

Easy read report



Pinetrees

The Avenue

Dallington

Northampton

Northamptonshire

NN5 7AJ

Telephone – 01604 589233

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



Pinetrees is a care home. When we visited 5 people were living there.

We checked this service on:

4 of December 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**



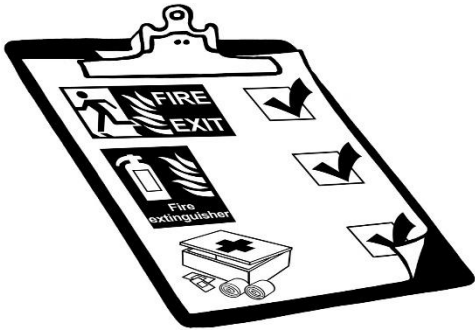
Staff knew how to keep people safe from harm.



Staff knew how to keep the service clean.



Staff knew how to give people their medicine safely.



The home has enough staff to keep people safe.

Things that could cause harm or be dangerous are checked by staff to keep people safe.

2. Is the service effective?



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

People are helped by staff to make decisions about their care and support.

Staff help people going to visit healthcare services like the doctors or dentist.

People are involved in planning and choosing meals and staff help people to go food shopping.



Staff said they are well trained
and supported at work.

3. Is the service caring?



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



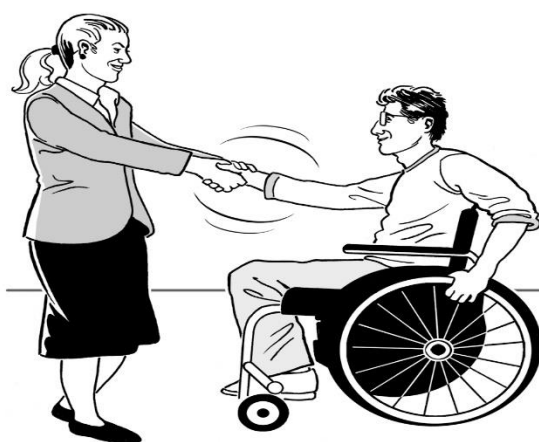
Staff respect people's privacy and dignity.



People were able to choose where to go if they wanted to be on their own.



Staff know people well and help them to be **independent** (When you do not need to rely on another or others for help or support).
and to live fulfilled lives.



Staff are positive about people they help. People feel staff are caring.



People are helped to be **independent** (When you do not need to rely on another or others for help or support) and to go out on their own for work, meeting people and learning new skills.

4. Is the service responsive?

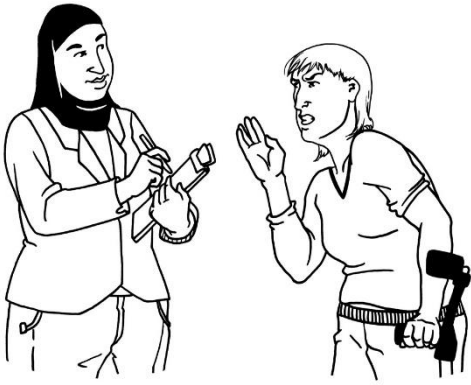


For the question, 'Is the service responsive?', we think the service is **good**

People could choose what activities they wanted to do.

People were helped to stay in touch with their family and people's families could visit at any time and they were always made to feel welcome.

Staff made sure people could understand information about their care



If people are not happy, staff help them to resolve their concerns.

Care plans are personalised and relevant to the person. Most people's families are involved in reviewing people's care.

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.



Staff work with people outside the home like doctors, dentists and social workers to make sure that people have good care.



The service thinks it is important to involve people in improving things.



The manager checks that people and staff are safe.



The management of the service is very good and makes sure that people are treated fairly.

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**