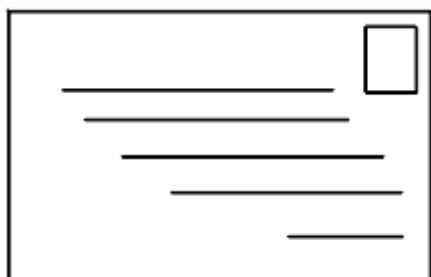


What we think about Futures Care Home

Easy read report



162 Church Road

Brightlingsea

CO7 0QU

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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).

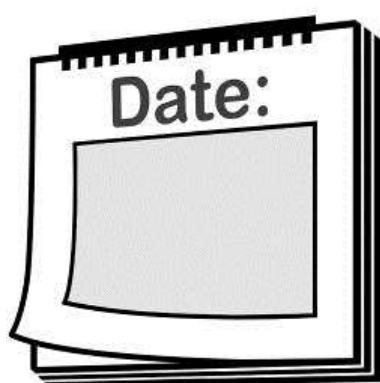
We then give the service ratings (or scores) of:

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

About this service



Futures is a residential care home for up to nine people



We checked this service on:

12 February 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 is **inadequate**



Sometimes staff did not always keep people safe from harm as the minibus was not repaired quickly when something went wrong with it.



Staff knew how to keep the service clean.



Staff knew did not always check to make sure people had been given the right amount of tablets.

2. Is the service effective?



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

We saw that people, and their relatives, 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.

Staff did not always have the training and support they needed.

3. Is the service caring?



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



Staff gave people enough privacy.



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

4. Is the service responsive?



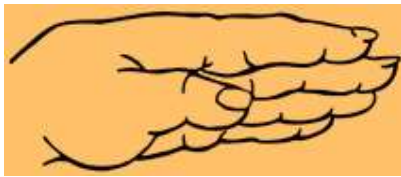
For the question, 'Is the service responsive?', we think the service **requires improvement**

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

Care plans were not always up to date.

People were always helped to keep in touch with their families.

5. Is the service well-led?

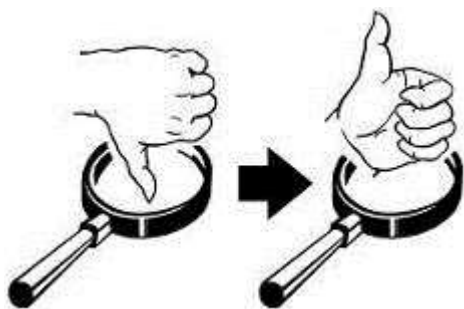


For the question, 'Is the service well-led?', we think the service **requires improvement**

Staff did not always have meetings to talk about how things at the service could improve.

Checks to make sure the service was running safely and well were not always happening.

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

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