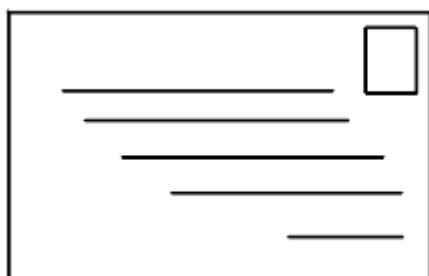


# What we think about Branksome House

## Easy read report



### **Address:**

Branksome House

26 Tuffley Avenue

Gloucester

GL1 5LX

### **Phone:**

01452 535360

# 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

### 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 **good**



Staff knew how to keep people safe from harm.

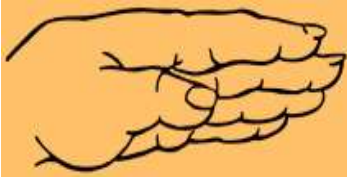


Staff knew how to keep the service clean.



Staff knew how to give people their medicine safely.

## 2. Is the service effective?



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



We saw that people were asked if they agreed with decisions about their care but this was not always recorded.



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 gave people enough privacy.

## 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 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**



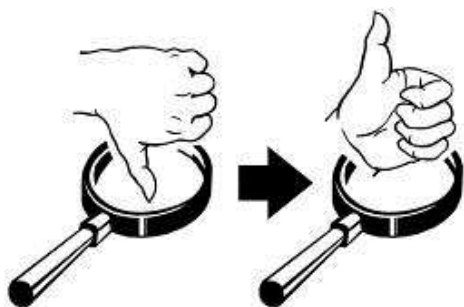
Good systems were not always on place to ensure the home was running well. CQC were not always notified of significant incidents.



Staff had meetings to talk about how things at the service could improve.



## 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](mailto:enquiries@cqc.org.uk)**