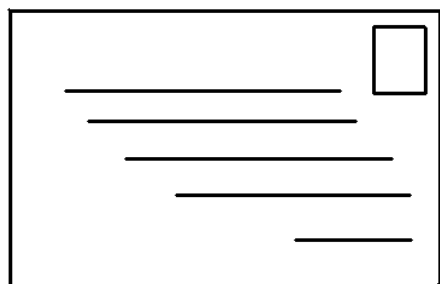


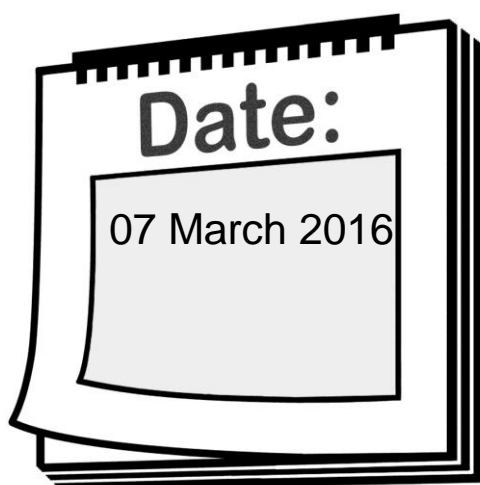
# What we think about Springfield House

## Easy read report



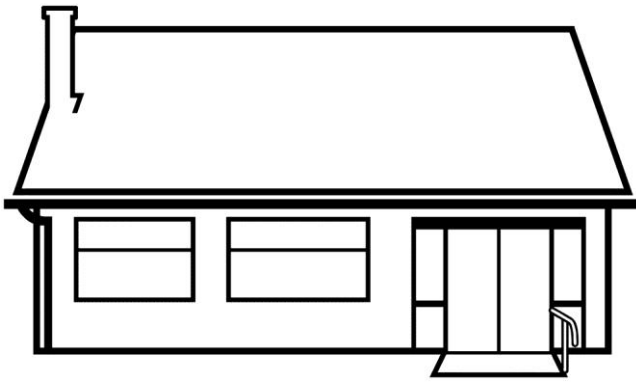
**Address:** Springfield  
House, 255d Stroud  
Rd, Gloucester GL1  
5JZ

**Phone:** 01452 312385



**Date the inspection was  
done:**

7 and 8 March 2016



Springfield House is a detached home in a residential area of Gloucester that provides care for seven people with learning disabilities and mental health problems.



## About the Care Quality Commission



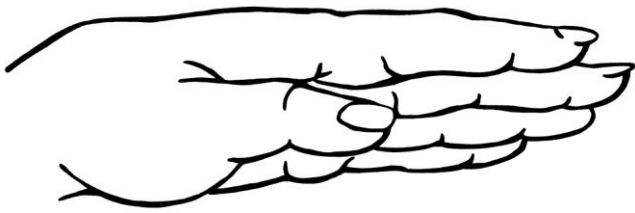
We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by Springfield House is safe, caring, meets people's needs gives good results and is managed well.

# The five questions we ask about services and what we found



Is the service safe?



We gave this service a score of 'requires improvement'.



Systems to keep people safe needed to be improved.



People were helped to manage their medicines if they wanted to.  
Staff knew how to give people their medicine safely.



There were enough staff to support people safely.



Problems were sorted out and staff thought about how to stop problems happening in the future.



Does the service give good results?



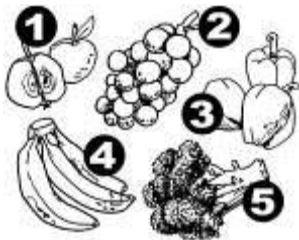
We gave this service a score of 'good'.



Staff helped people to make decisions themselves.



People were involved in planning their care and support. Staff understood people's needs and listened to people.



People had support to eat healthy diet and to decide what to eat.



Staff had good systems to make sure people got medical help when they needed it.



Staff had the training they needed to support people in the right way.



Is the service caring?



We gave this service a score of 'good'.



Staff were caring and gave people help when they needed it. People enjoyed the company of staff.



Staff treated people with respect and helped them make choices.



Staff treated people with dignity and respect.





Does the service meet people's needs?



We gave this service a score of 'good'.



People had care plans that staff understood and followed.

People were involved in writing their care plans.



People enjoyed activities and going out with staff. Staff treated each person as an individual.



People could make a complaint and staff listened to them.



Is the service managed well?



We gave this service a score of 'good'.



The manager checked that people were being supported in the right way. All staff knew how they should support be supporting people.

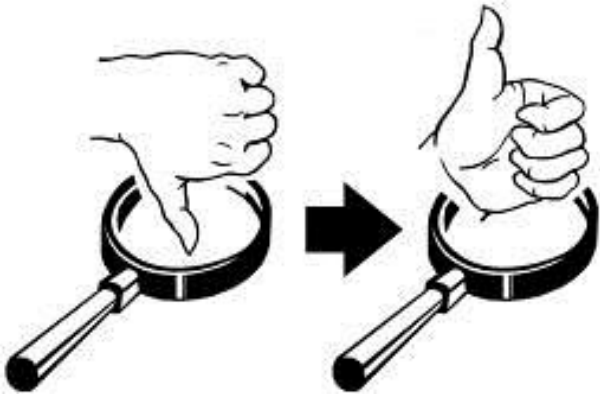


People were asked what they thought about the service and staff listened to them.



Staff could tell the manager if something was not right.

## 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)