

# What we think about Quest Haven 31 High Street

## Easy read report

	<p><b>Address:</b></p> <p>31 High Street Horsell Village Woking Surrey. GU21 4UR</p> <p><b>Phone:</b> 01483 757995</p>
	<p><b>Date we did the inspection:</b></p> <p>31 May 2016</p>



Quest Haven is a home and supports people living with learning disabilities.

When we visited, 3 people with learning disabilities were living there.





## About the Care Quality Commission



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

We checked to see whether the service given by Quest Haven 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?**



We gave this service a score of 'good', which means staff knew how to keep people safe.



Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely.



There were enough staff to help

Staff people

Staff were friendly



**Is the service Effective.**



We gave this service a score of 'Good'.



Staff were trained so they knew how to help people.



People had enough food to eat and drinks were always available.



People were able to see their doctor, dentist and other people who would help them when they were not well or needed extra help with their healthcare needs.



**Is the service caring?**



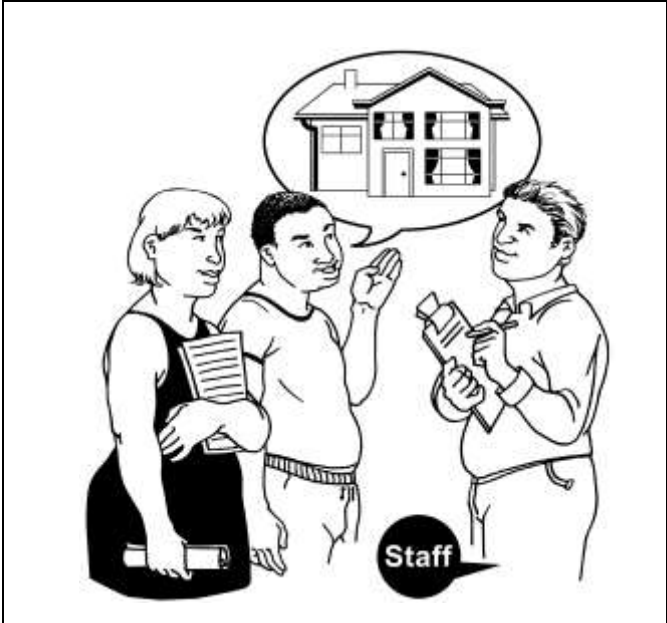
We gave this service a score of 'Good'.



Staff respected people's privacy.



Staff treated people with kindness.



**Is the service Responsive to people's needs.**



We gave this service a score of 'good'.





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



People were helped to keep in touch with their families.



People had up to date care plans that told staff how they wanted to be looked after and what they liked.



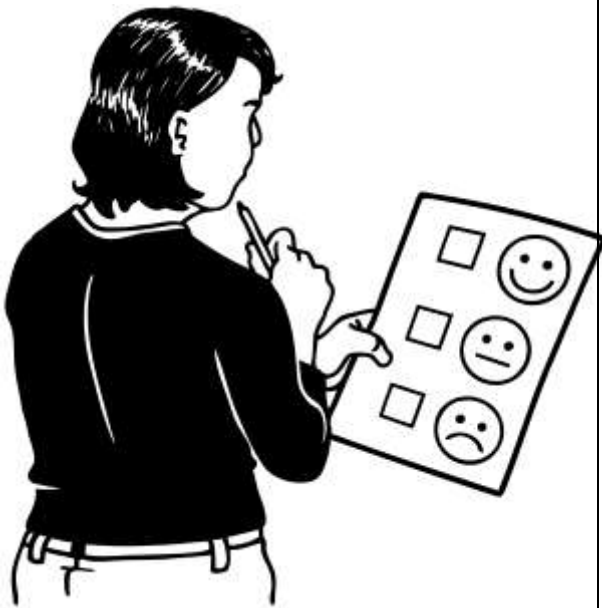
People and their family knew how to make a complaint.



**Is the service managed well?**



We gave this service a score of 'good'.

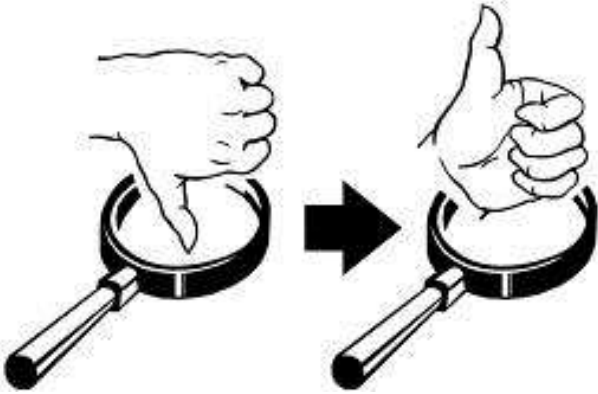


People, their family and visitors were asked what they thought about the home and staff.



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

## What happens next?



We will publish this report and will visit Quest Haven again within two years.

## 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)**