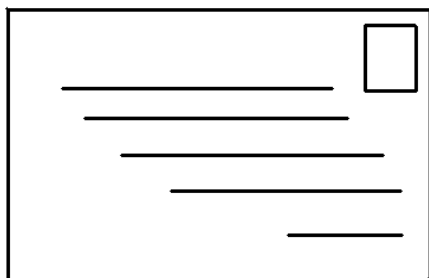


What we think about Bourne Bridge House

Easy read report



Address:

Meshaw

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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).

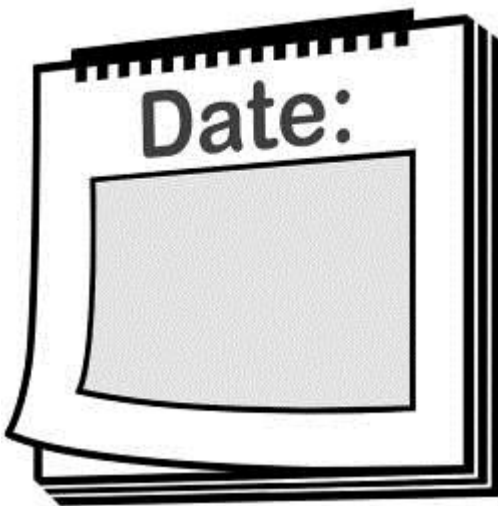
We then give the service ratings (or scores) of:

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

About this service



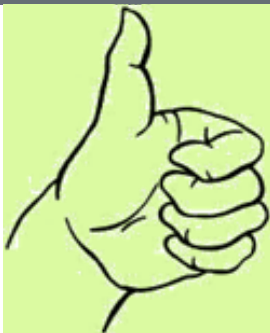
Bourne Bridge House is a care home for up to eight adults. When we visited, eight people with learning disabilities were living there.



We checked this service on:

25 and 28 August 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**

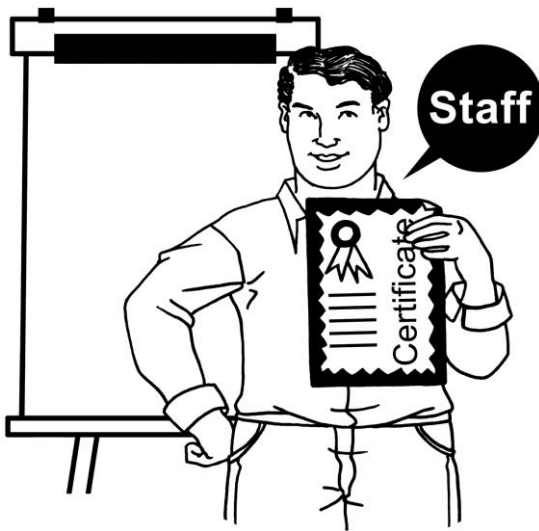
Medicines were stored and given to people safely

Risks to people had been thought about to ensure people were kept safe



People were supported by staff who knew how to keep them safe

2. Is the service effective?



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

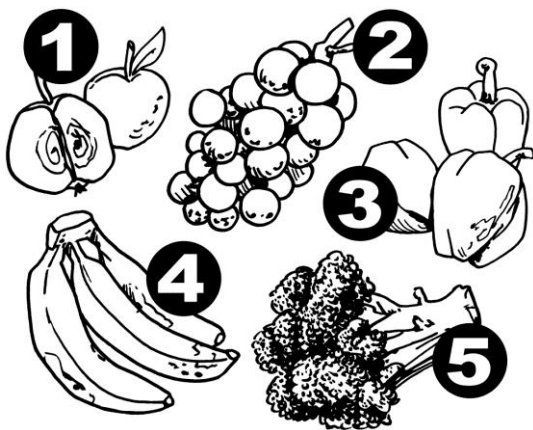
Staff had the experience and knowledge to support people well

We saw that people 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.



People were supported to lead fulfilling and happy lives.



People were supported to prepare food and eat healthily.

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.



Family and friends were encouraged to visit people at Bourne Bridge House

4. Is the service responsive?



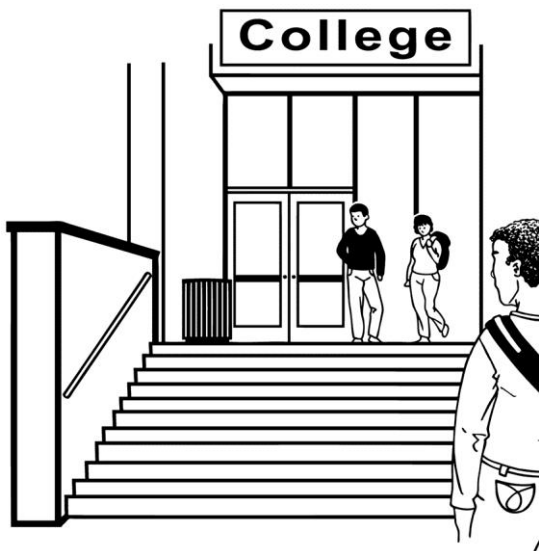
For the question, 'Is the service responsive?', we think the service is **Good**



People had care plans which were complete and accurate.



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

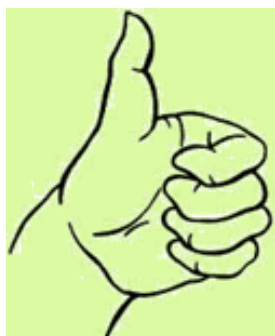


People were supported to go out

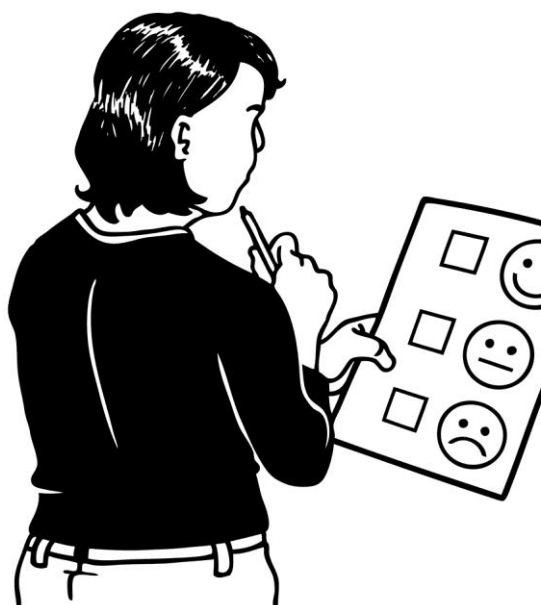


There were systems to support people if they wanted to make a complaint.

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **Good**



Checks at Bourne Bridge House were carried out well



The manager and staff had created a positive culture that included people in improvements.



The manager contacted professionals and families when needed to discuss concerns.

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**