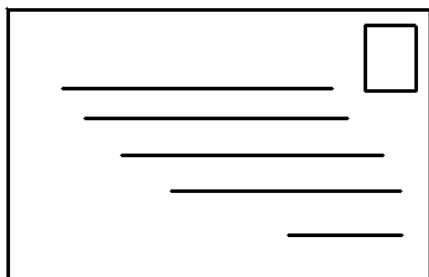


# What we think about Meadowside

## Easy read report



### **Address:**

Meadowside

Liverpool Road

Walmer

Deal

CT17 7NW

### **Phone:**

01304 363445

# 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).

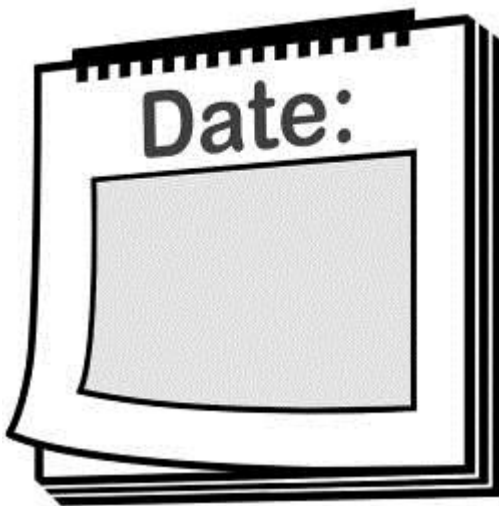
We then give the service ratings (or scores) of:

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

## About this service



Meadowside is a respite service. When we visited, 9 people with learning disabilities were staying there.



**We checked this service on:**

13 and 15 September 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 **requires improvement**



Thickener powder was not stored safely.



Some staff were off sick.



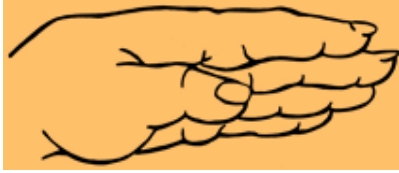
Medicines were not stored at a safe temperature.



People's care plans did not contain all the information necessary to keep people safe.

Staff knew how to keep people safe from harm.

## 2. Is the service effective?



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



People were not always able to choose what they wanted to eat.

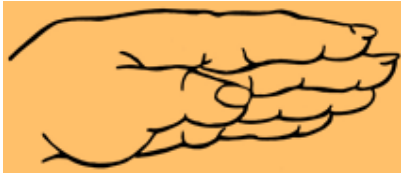


Staff had not met with their line manager for some time.



People got medical help when they needed it.

### 3. Is the service caring?



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

Staff did not always know how to communicate with people in a way they understood.

Staff did not always treat people with respect.

Staff were kind to people.

## 4. Is the service responsive?



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

Some people's care plans were missing important information about how to support them.

People and their relatives told us they were not able to go out in the community as much as they would like.

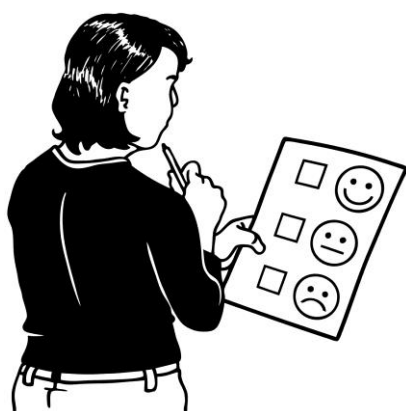
There had been no complaints in the past year.



## 5. Is the service well-led?



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



The registered manager carried out regular audits but had not picked up the issues identified at the inspection.

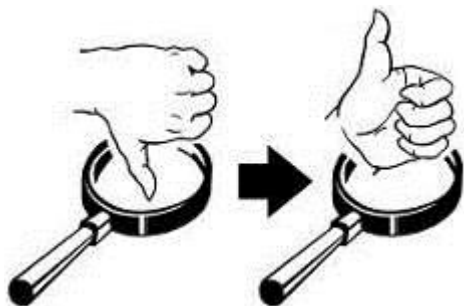


People did not always receive person-centred care.



People and their relatives had the opportunity to formally feedback about the service.

## 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)**