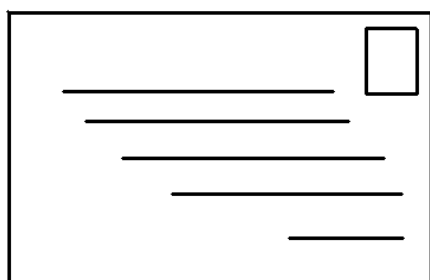


# What we think about Merlewood House

## Easy Read Report



52 Park Lane

Great Harwood

Lancashire

BB6 7RF

Tel: 01254885355

# 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).

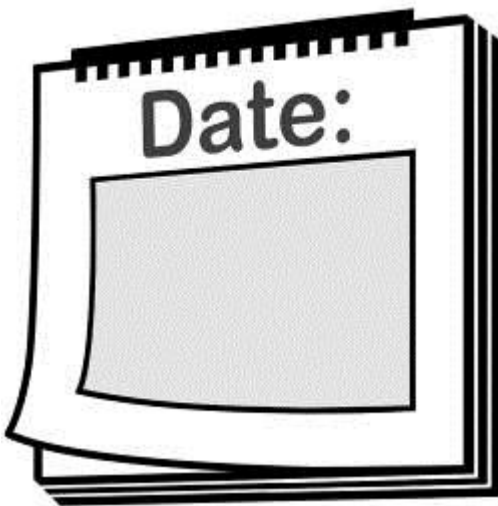
We then give the service ratings (or scores) of:

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

## About this service



Merlewood House is registered to provide accommodation care and support for up to six people. It specialises in providing care for people with autism.



**We checked this service on:**

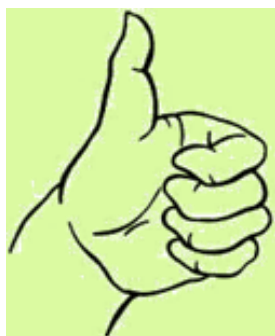
7 and 8 June 2016

## 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**

Staff knew how to keep people safe from harm. There were enough staff to support people.

## 2. Is the service effective?



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



Staff get training to make sure they meet people's needs in the best way.

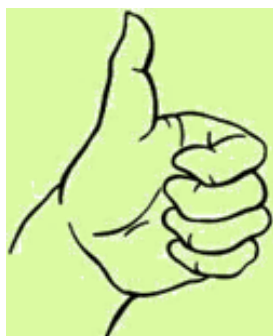
### 3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **good**

People were supported by kind and caring staff. The home was calm and settled.

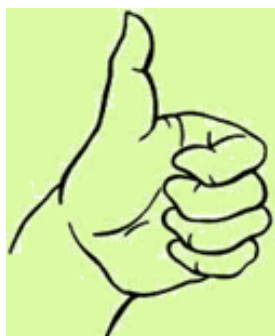
## 4. Is the service responsive?



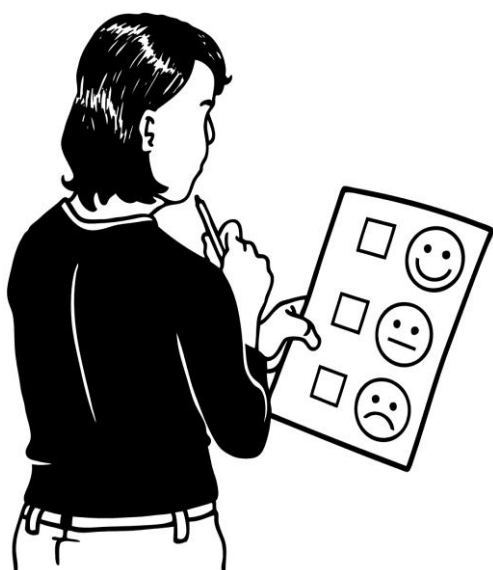
For the question, 'Is the service responsive?', we think the service is **good**

People and were supported to take part in activities they enjoyed.

## 5. Is the service well-led?



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



There ways of checking and improving the service.



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