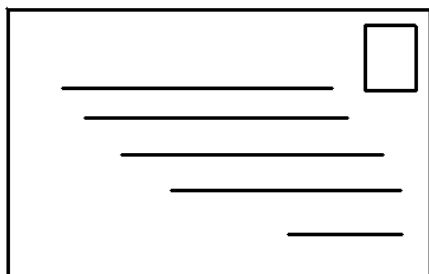


# What we think about Stratfield Lodge Residential Home

Easy read report



**Address:**

65 Wellington Road,  
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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).

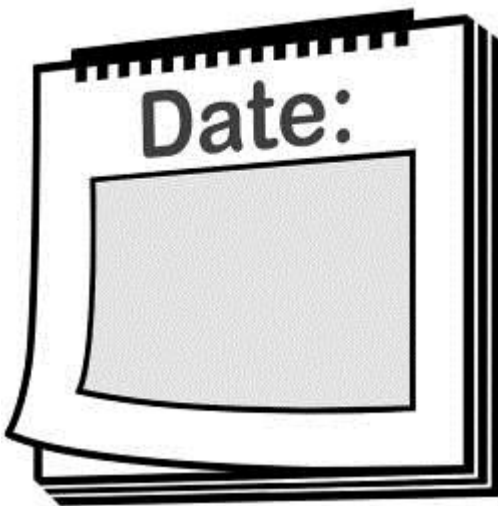
We then give the service ratings (or scores) of:

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

## About this service



Stratfield Lodge Residential Home provides care and support for up to 17 adults who have a wide range of support needs.



**We checked this service on:**  
7 December 2016

## What we think about this service



Across all the areas we checked, we think this service is **good**

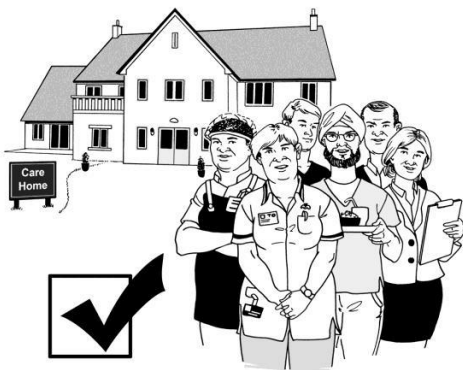
## 1. Is the service safe?



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 help people.



Staff knew how to give people their medicine safely.

## 2. Is the service effective?



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



We saw that people, and their families, were asked if they agreed with decisions about their care.



Staff talked to doctors and nurses to make sure people got medical help when they needed it.



People enjoyed eating together.

### 3. Is the service caring?



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



Staff gave people enough privacy.



People had help to communicate in ways that suited them.



People were able to choose where to go if they wanted to be on their own or if they wanted to go out.

## 4. Is the service responsive?



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



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



Staff listened to people.



People were always helped to keep in touch with people who mattered to them.

## 5. Is the service well-led?



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



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



People had meetings and made plans about things that mattered to them.



Staff were supported to learn and receive training.



## 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)**