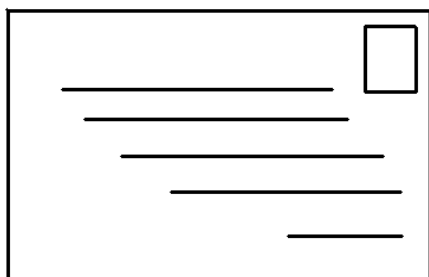


# What we think about Barrington House

## Easy read report



### **Address:**

Barrington House

Rye Road

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East Sussex

TN35 5DG

### **Phone:**

01424 422228

# 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).

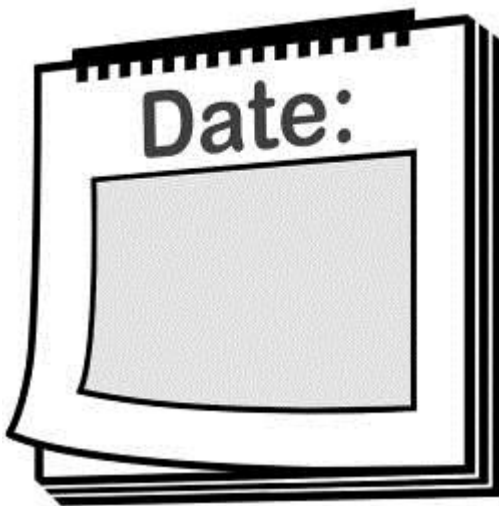
We then give the service ratings (or scores) of:

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

## About this service



Barrington House is a care home. When we visited, 17 people with learning disabilities were living there.



**We checked this service on:**

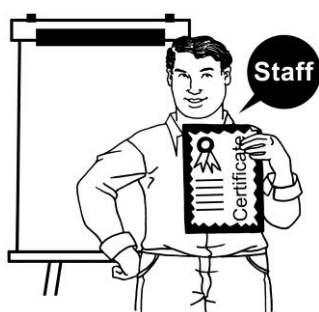
16 & 21 March 2017

## What we think about this service



Across all the areas we checked, we think this service **requires improvement**

## 1. Is the service safe?



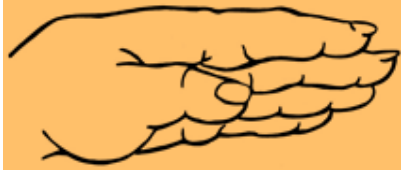
For the question, 'Is the service safe?', we think the service **requires improvement**

Sometimes staff did not know how to keep people safe from harm.

Staff knew how to give people their medicine safely.

The manager checked all the staff that worked at Barrington House.

## 2. Is the service effective?



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



People told us they did not always have a choice of main meal.



Some people were not free to leave the house without staff support. Some staff did not know this.



People were asked if they agreed with decisions about their care.



People were supported to talk to doctors and other professionals when they needed to.

### 3. Is the service caring?



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

Staff did not always support people to clean their teeth and to make sure their hairbrushes were clean.

People could choose to be on their own if they wanted private time.

People could choose how they wanted to decorate their bedrooms.

## 4. Is the service responsive?



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

Whilst some people had busy lives, others did not have enough activities to keep them occupied.

Some people's care plans did not give staff the information they needed to meet people's needs.





People knew who to talk to if they had any worries or concerns.

## 5. Is the service well-led?



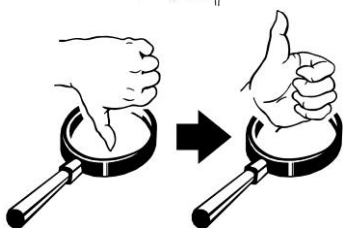
For the question, 'Is the service well-led?', we think the service **requires improvement**



The records kept by the home were not always detailed.

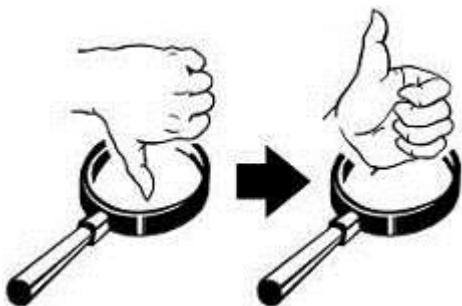


Staff had meetings to talk about how things could improve but there were no checks to make sure improvements were made.



The manager told CQC whenever anything important happened in the home.

## 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)**