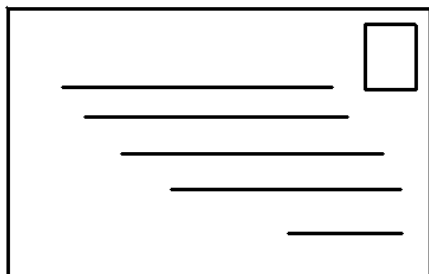


What we think about

Micholl's House

Easy read report



Address:

Chesham Lane

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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).

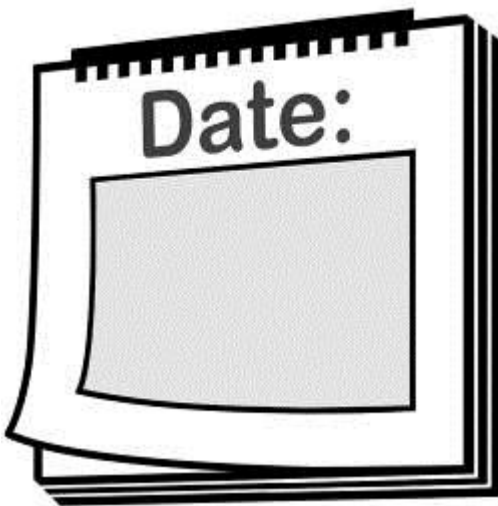
We then give the service ratings (or scores) of:

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

About this service



Micholl's house is a care home for people with a learning and or physical disability. When we visited, 20 people were living there.



We checked this service on:

14 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**

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

Staff were responsible for cooking and cleaning which took them away from time spent in supporting people with their care.

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 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.



Staff were inducted and trained in their roles which meant they had the required skills to support and care for people.

3. Is the service caring?



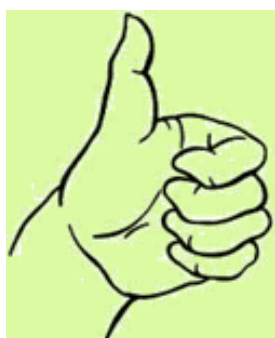
For the question, 'Is the service caring?', we think the service **requires improvement**

Sometimes staff did not give people enough privacy and their dignity was not always promoted.

Sometimes staff failed to support and enable people appropriately.

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

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.

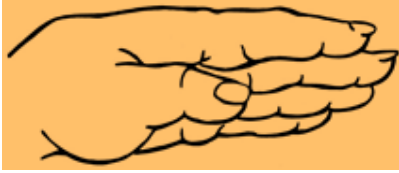


People were provided with information on how to raise concerns or complain about their care.



People had care plans which provided guidance to staff on the care they required.

5. Is the service well-led?



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



The home did not always report to the Commission incidents that they are required to.

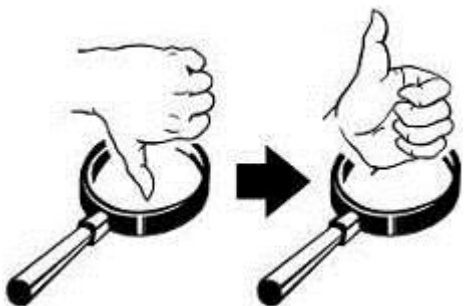


Staff did not always feel the home was well managed.



The provider had systems in place to get feedback and to check that people received the required care

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**