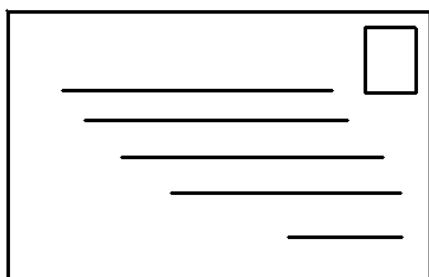


What we think about Clubworthy House

Easy read report



Address:

Clubworthy

Launceston

Cornwall

PL15 8NZ

Phone: 01566785435

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



Clubworthy House is a care home. When we visited, Clubworthy House 2 people with learning disabilities were living/staying there.



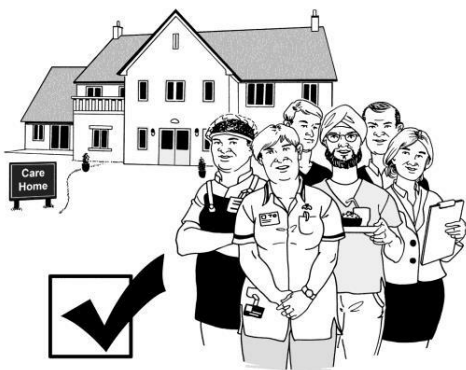
We checked this service on:
11 January 2019.

What we think about this service



The overall rating of this service is **outstanding**

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.

They were enough staff to support people safely.

Staff knew how to give people their medicine safely.

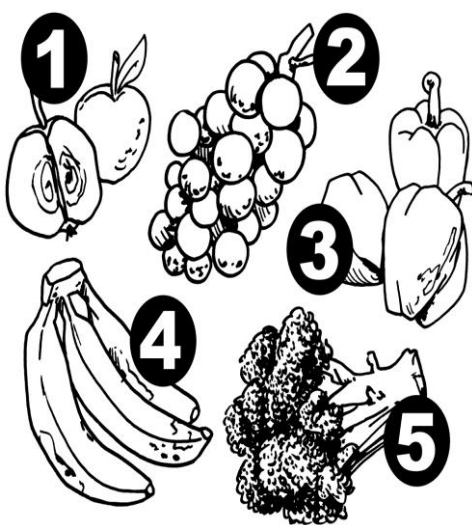
2. Is the service effective?



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.



People were supported to eat a healthy diet.



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



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

3. Is the service caring?



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



Staff gave people enough privacy. People were able to choose where to go if they wanted to be on their own.



People got the help they needed to learn how to be independent and care for themselves.



Staff listen to what people about the care they get.



The person and people important to them are asked what they think.

4. Is the service responsive?



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

outstanding

People were able to choose what activities they wanted to do in and outside of their home.

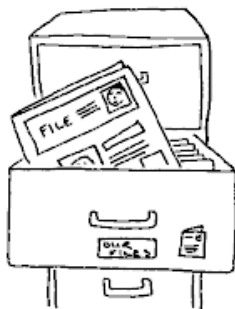
Care plans were up to date and contained useful information.

Clubworthy House gives people information about what it is like to live there in a way they understand.



People were always helped to
keep in touch with their families.

5. Is the service well-led?



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

Records held at the service were kept up to date at all times.

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

People and relatives were asked for their views on 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**