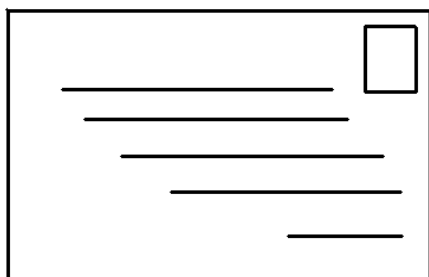


# What we think about Mayfield Road

## Easy read report



### **Address:**

17 Mayfield Road

Sutton

Surrey

SM2 5DU

# 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

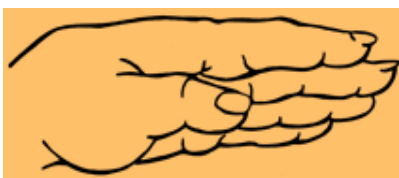


Mayfield Road is a care home. The people who live there have epilepsy, learning disabilities and other disabilities. When we visited, 10 people were living there



**We checked this service on:**  
26 October 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**

Staff did not always know how to give people their medicine safely.

Staff did not always keep medicines safely.

Staff knew how to keep people safe from harm.

There were enough staff to keep people safe.

## 2. Is the service effective?



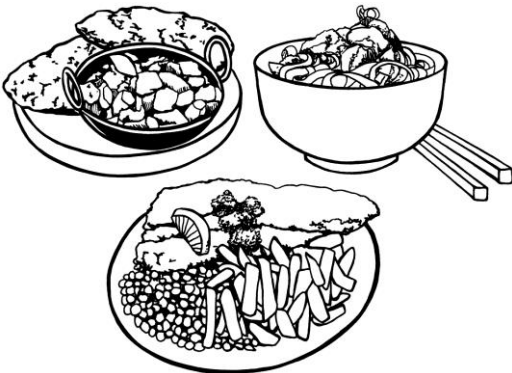
For the question, 'Is the service effective?', we think the service is **good**



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.



People had healthy food to choose from.

### 3. Is the service caring?



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



Staff gave people enough privacy.



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



Staff spent time with people.  
People and staff got on well.

## 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.



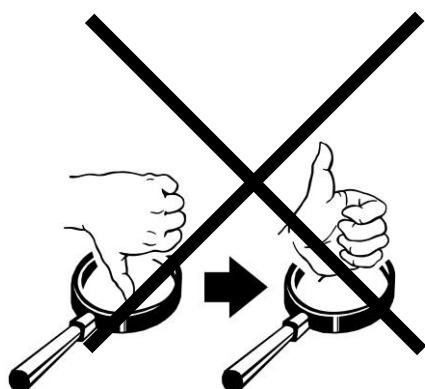
People got the care they needed.



People could make a complaint if they needed to.



## 5. Is the service well-led?



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

Managers did not always make sure things got better.

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

Staff asked people what they thought about the service.



## What happens next?



We are taking more action against this service to keep people who use it safe.

## 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)**