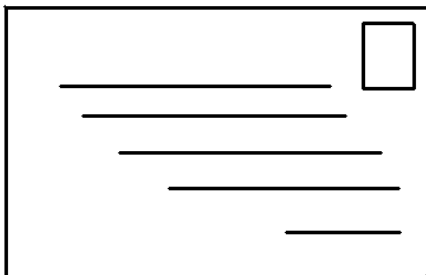


What we think about Oakleaf Care Group (Hartwell) Limited

Easy read report



Address:

Oakleaf Care Group (Hartwell)
Limited

Hilltop House

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Hartwell

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NN7 2EY

Phone: 01604 864466

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



Oakleaf Care Group (Hartwell) Limited is a care home. It provides care for male adults with a brain injury. When we visited, 11 people were living there.

We checked this service on:

3 and 4 May 2018



What we think about this service



Across all the areas we checked, we think 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.



Staff knew how to keep the service clean.



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 supported to learn and receive training.

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 were caring and kind.

4. Is the service responsive?



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

There were lots of activities for people to choose from.

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

People's care plans helped staff to provide their support.

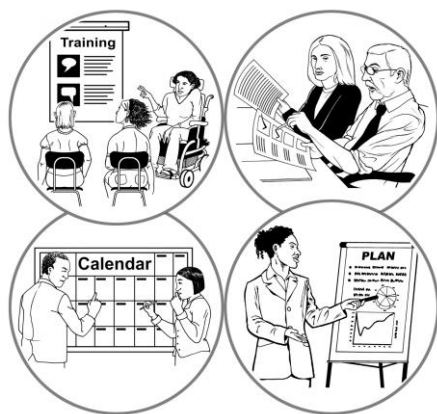
5. Is the service well-led?



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



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



The manager and staff worked together to provide an outstanding service.



The manager and staff listened to people's views about the home.

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**