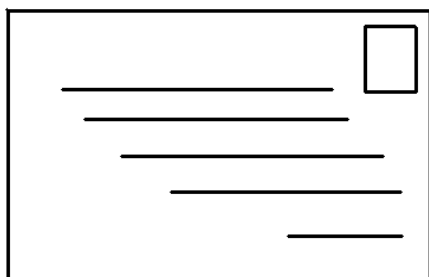


What we think about Collinson Court

Easy read report



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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).

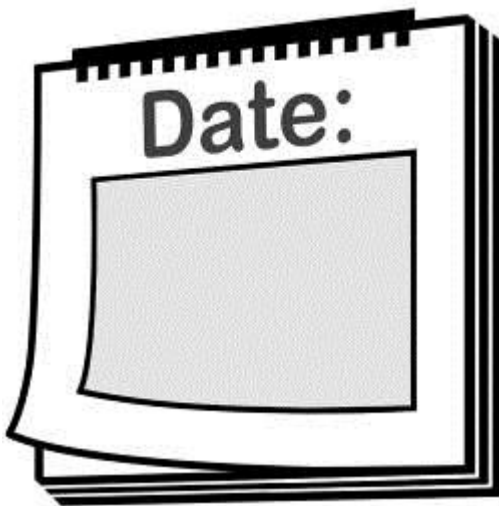
We then give the service ratings (or scores) of:

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

About this service



Collinson Court is a care home. When we visited, 10 people with learning disabilities were living staying there.



We checked this service on:

13 June 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**

Care plans were not always changed or followed to keep people safe.

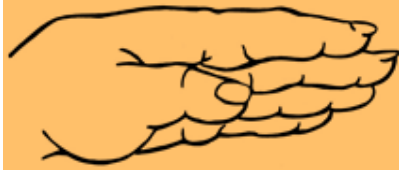
Staff knew how to keep people safe from harm.

Staff knew how to give people their medicine safely.



There were enough staff to keep people safe.

2. Is the service effective?



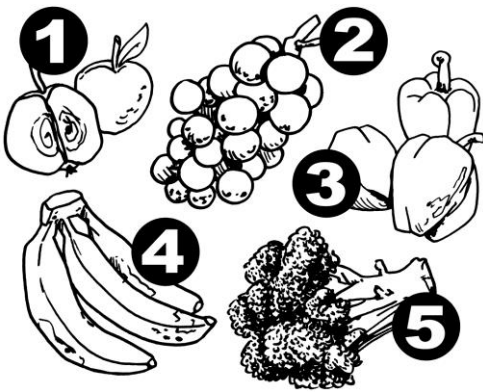
For the question, 'Is the service effective?', we think the service **requires improvement**

People's health needs were not always monitored well.

Where appropriate, we saw that people were asked if they agreed with decisions about their care.



Staff were trained to meet people's needs.



People could choose the food they ate.

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 supported to see their families.

Staff were friendly and kind.



4. Is the service responsive?



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

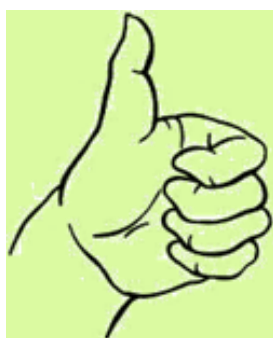
People were able to choose what activities they wanted to do.

People and their families were involved in planning their care.

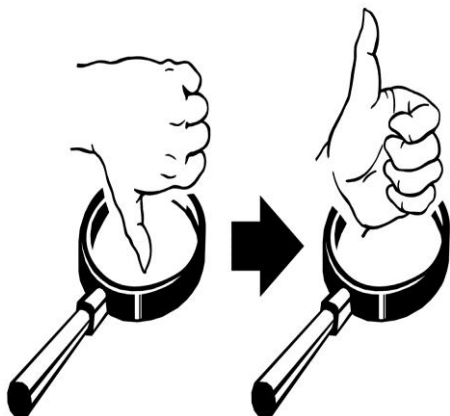


People's complaints were
listened to.

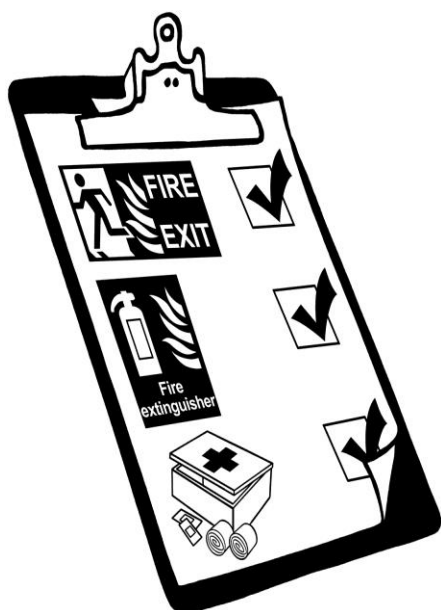
5. Is the service well-led?



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



We saw improvements to people's care had been made.



The manager regularly checked the quality of care.



Staff were happy and worked well as a team.

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**