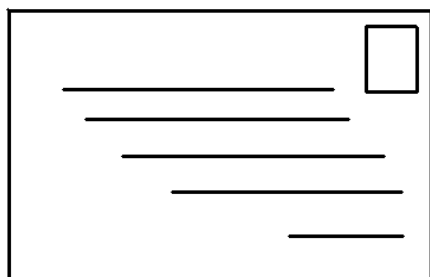


What we think about Branksome House

Easy read report



Address:

Branksome House

26 Tuffley Avenue

Gloucester

Gloucestershire

GL1 5LX

Phone:

01452 535360

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).

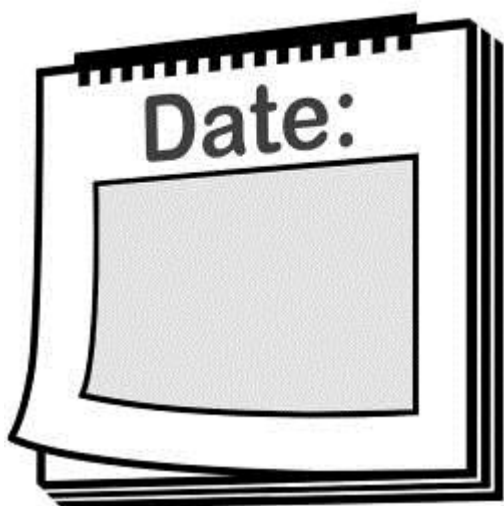
About this service



Branksome House is a care home for up to nine people with a learning disability or mental health problems. There were eight people living in the home at the time of our inspection.

Branksome House also provides staff to support people with their personal care who live in shared houses or in their own homes.

The service was supporting 13 people in this way at the time of our inspection.



We checked this service on:

20, 21 & 22 November 2017

What we think about this service

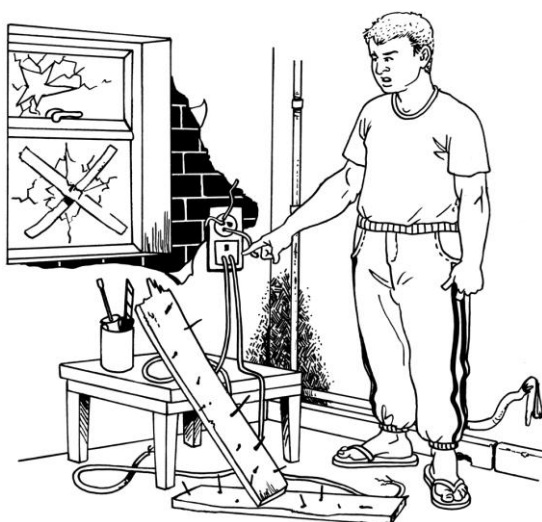


Across all the areas we checked, we think this service **requires improvement**

1. Is the service safe?



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



Risks to people's safety were not always identified to ensure risks were sufficiently managed.

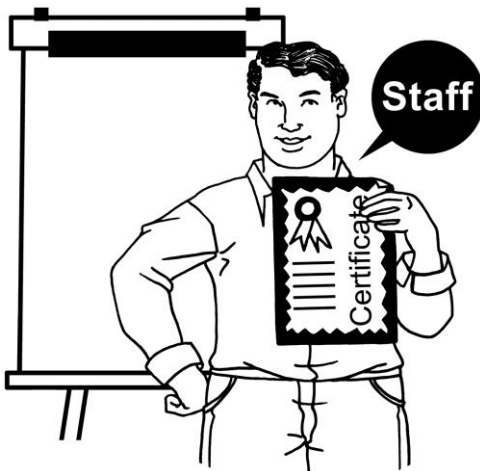


Staff knew how to give people their medicine safely.

2. Is the service effective?



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



Staff were supported to learn and receive training.



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 **good**



Staff gave people enough privacy.



People were treated with respect by staff.

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 always helped to keep in touch with their families.

5. Is the service well-led?

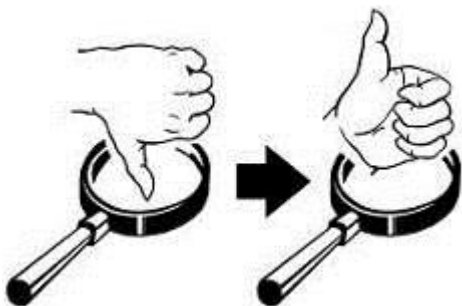


For the question, 'Is the service well-led?', we think the service **requires improvement**

Checks by the management team had not always found areas that needed improvement.

The management team were available to talk to people using the service.

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**