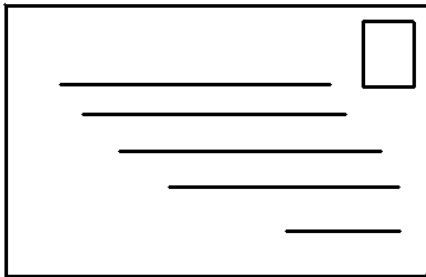


What we think about Liberty House

Easy read report



Liberty House

55 Copeley Hill

Erdington

Birmingham

B23 7PH

Phone No:

[0121 327 0671]

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).

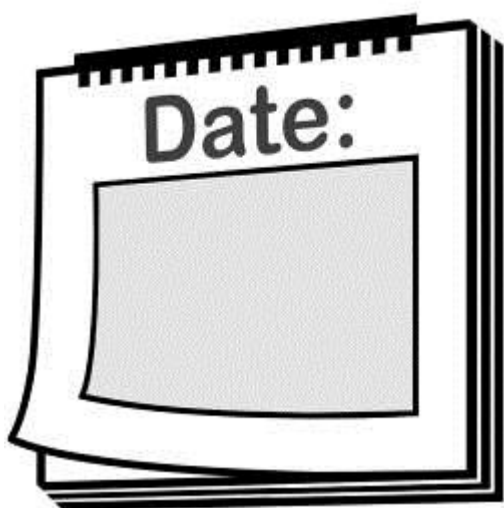
We then give the service ratings (or scores) of:

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

About this service



Liberty House is a residential home. When we visited, 6 people with learning disabilities were living there.



We checked this service on:

23 September 2016

What we think about this service



Across all the areas we checked, we think this service is **good**

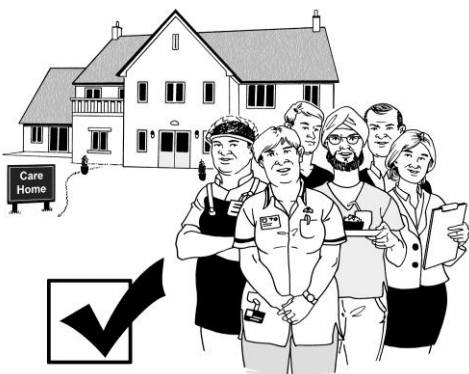
1. Is the service safe?



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



Staff knew how to keep people safe from harm.



There was enough staff to help people and keep them safe from harm



Staff knew how to give people their medicine safely.

2. Is the service effective?



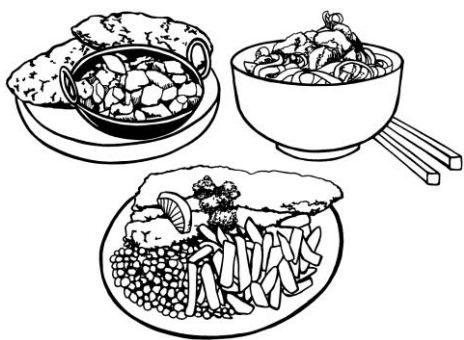
For the question, ‘Is the service effective?’, we think the service **requires improvement**



We saw that sometimes people were not asked if they agreed with decisions about their care



Staff were supported to learn and receive training.



People enjoyed the food that was made for them



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 supported people to be independent



Staff gave people enough privacy.



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

4. Is the service responsive?



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



Staff spoke to people about their care and support

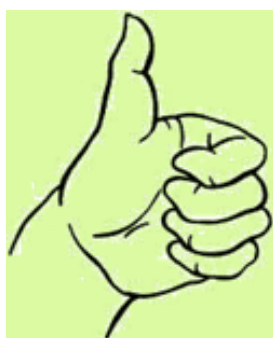


People were able to choose what activities they wanted to do.



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

5. Is the service well-led?



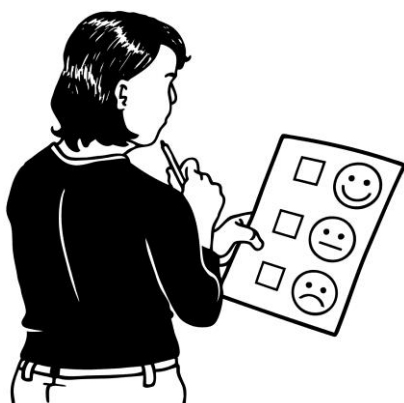
For the question, 'Is the service well-led?', we think the service is **good**



People were happy living at the home.



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



People were asked if they were happy or not happy with their care.

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**