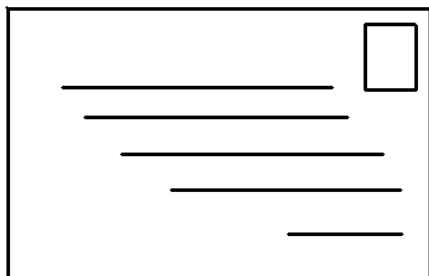


What we think about Collinson Court

Easy read report



Address:

56 Longton Road

Trentham

Stoke-on-Trent

Staffordshire

ST4 8NA

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).

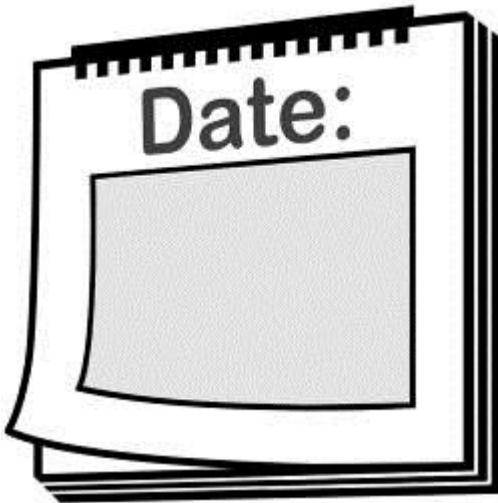
We then give the service ratings (or scores) of:

- **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 for people with learning disabilities and behaviours that may challenge other people. When we visited, 10 people were living there.



We checked this service on:

7 July 2017

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**



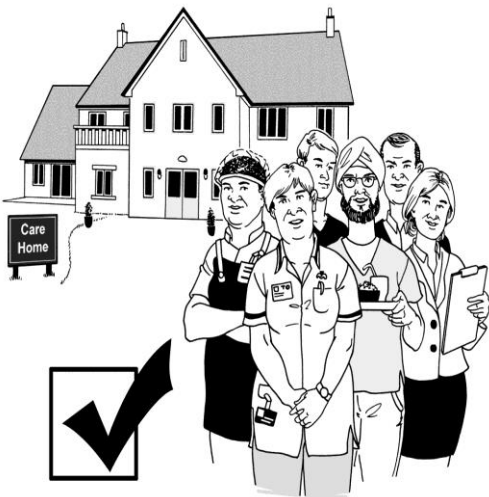
People's medicines were managed safely.



The information needed to keep people safe was written in people's care plans.



Staff knew how to report safety concerns.



There were enough staff to keep people safe and meet people's needs.

2. Is the service effective?



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



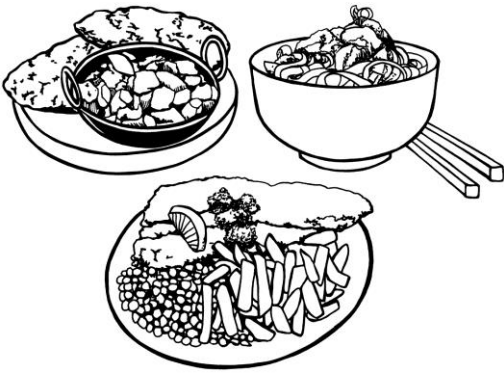
Staff were trained to provide the right care to people.



People were supported to see doctors and nurses when they were unwell.

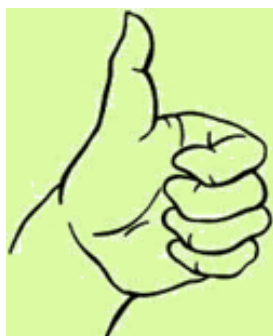


People were supported to make choices about their care. When people could not make choices, staff knew how to do this in people's best interests.



People could eat the foods they wanted to eat.

3. Is the service caring?



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



Staff gave people enough privacy and promoted independence.



People were able to choose where to go.



People told us the staff were kind, caring and respectful.

4. Is the service responsive?

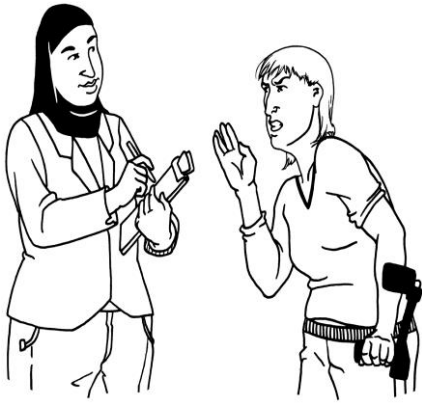


For the question, 'Is the service responsive?', we think the service is **outstanding**

Staff used different methods to ensure people were involved in the writing and review of their care plan.

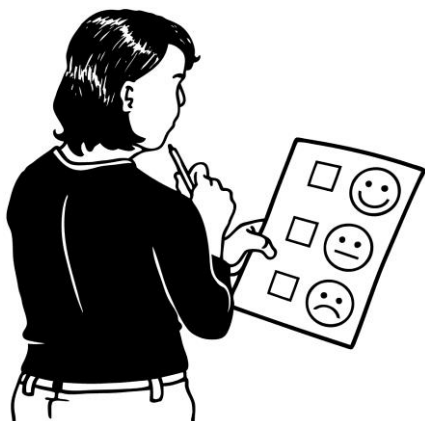
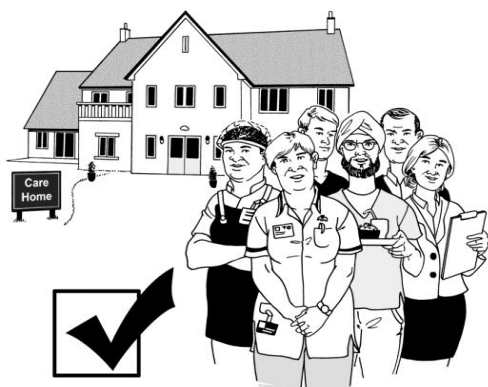
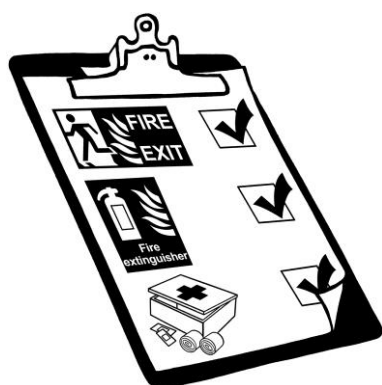
People were supported to access the community to try new things and do the things they enjoyed. This made people very happy.

People were supported to have access to the services and opportunities everyone is entitled to.



People could complain about their care and the staff would listen.

5. Is the service well-led?



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

The managers checked that people were getting the right care.

Staff were happy working at Collinson Court and they told us they supported by the managers.

People were asked if they were happy about their care and the staff listened to what people said.

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**