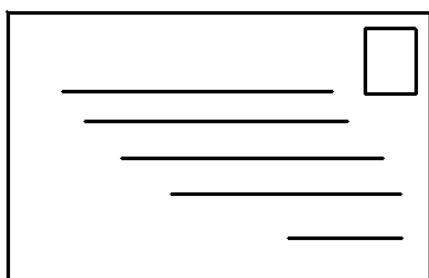


What we think about Greenfield Care Home

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).

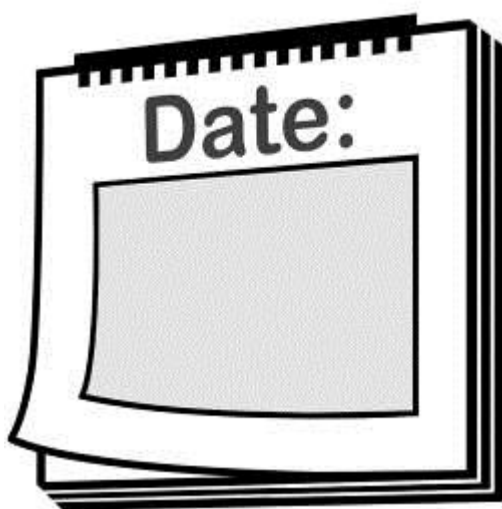
About this service



Greenfield Care Home is a care home for up to 9 people with learning disabilities. When we went there, 9 people were living at the home.

Last time we visited, we said the service was **inadequate**. This was because staff did not know how to keep people safe. The service did not get better when we said it needed to. There were not enough staff to look after people properly.

This time, we looked to see if the service had got better.



We checked this service on:

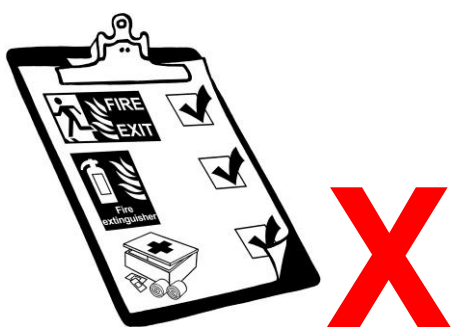
2 August 2016

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**

We found some things in the home that were unsafe.

Sometimes staff did not know how to keep the service clean.

Staff knew how to keep people safe from harm and bullying.



Staff knew how to give people their medicine safely.



There were enough staff to care for people properly.

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.

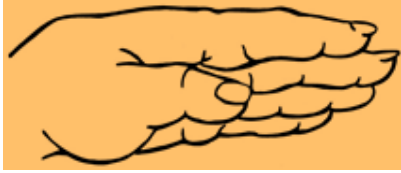


Staff talked to doctors to make sure people got medical help when they needed it.



Staff got training so they knew how to care for people well.

3. Is the service caring?



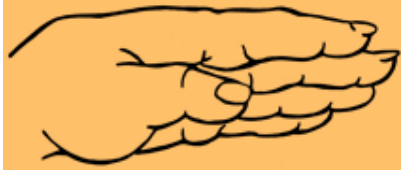
For the question, 'Is the service caring?', we think the service **requires improvement**

Staff did not always talk to people about their care. People did not have the information they needed.

Staff gave people enough privacy.

Staff were friendly and treated people with respect.

4. Is the service responsive?



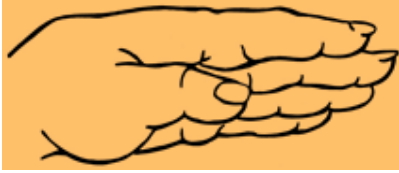
For the question, 'Is the service responsive?', we think the service **requires improvement**

There were more activities for people to do.

But sometimes people were not able to choose what activities they wanted to do.

Staff helped people 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**

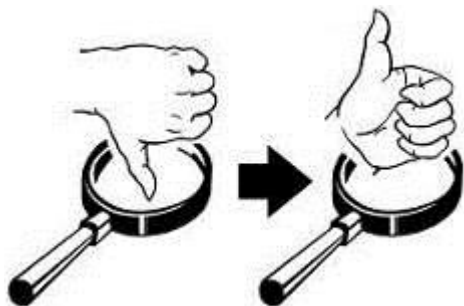
The manager did not do enough checks to make sure the home was good.

They did not always make things better when they needed to.

The manager asked people and their relatives what they thought about the home.

They listened to what people said.

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**