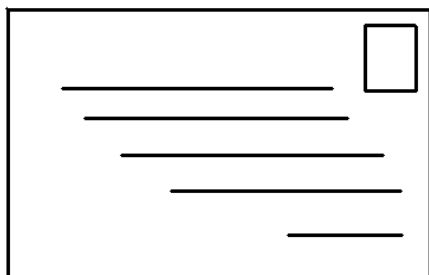


What we think about Church Lane

Easy read report



Church Lane

20 Weaverham

Northwich

Cheshire

CW8 3NN

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).

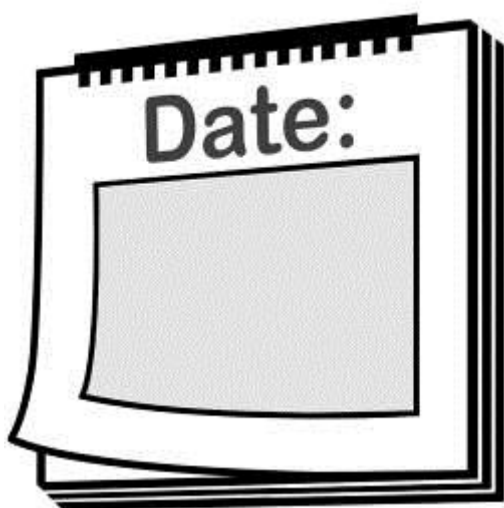
We then give the service ratings (or scores) of:

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

About this service



Church Lane is a care home.
When we visited, two people with learning disabilities were living there.



We checked this service on:

31 August and 4 September
March 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



Staff knew how to keep people safe from harm.



Staff knew how to keep the service clean.



Staff knew how to give people their medicine safely.

2. Is the service effective?



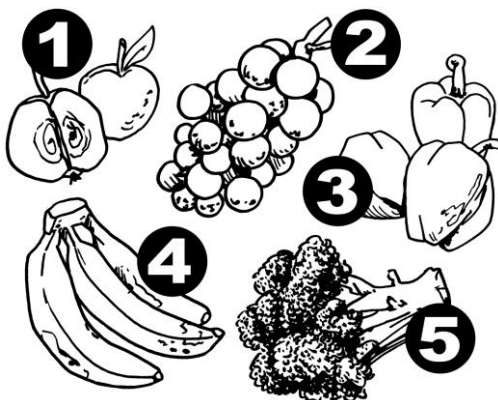
For the question, 'Is the service effective?', we think the service is good



We saw that people were asked if they agreed with decisions about their care.



Staff talked to other professionals to make sure people got help when they needed it.



People were encouraged to have healthy meals and drinks.

3. Is the service caring?



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



Staff gave people enough privacy.



Staff communicated with people in a way that they could understand.



People could choose where to go during the day.

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.



Staff kept good records about people and what they liked or disliked.

5. Is the service well-led?



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



Staff had meetings every month to talk about how things at the service could improve.



Staff are supported to learn and receive training.



The registered manager was good at helping resolve any concerns.

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