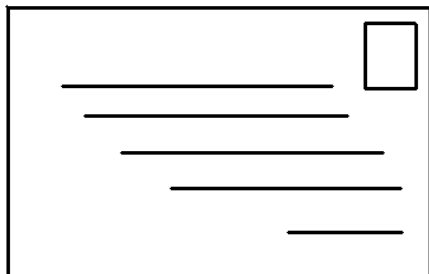


# What we think about Milton House

## Easy read report



The National Society for Epilepsy

Chesham Lane

Chalfont St Peter

Gerrards Cross

Buckinghamshire

SL9 0RJ

**Phone:**

01494601374

# 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).

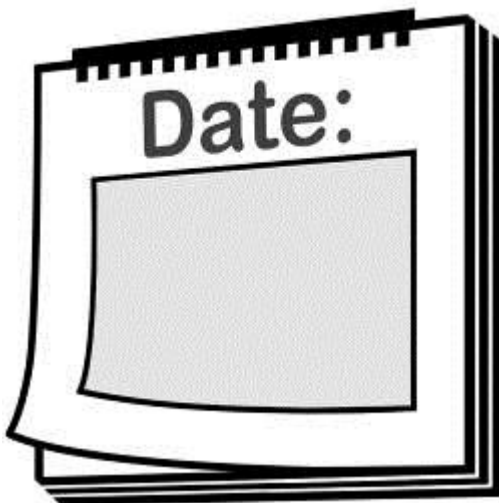
## About this service



Milton home. When we visited seven people were living there.

**We checked this service on:**

5 and 10<sup>th</sup> January 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**

Sufficient staff were not always available to give people the right level of support.



Staff knew how to keep people 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 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 were trained and supported in roles.

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



Staff were kind, caring and supportive towards people

## 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 had care plans in place which provided guidance on the support they required.



People were provided with information on how to make a complaint.

## 5. Is the service well-led?



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



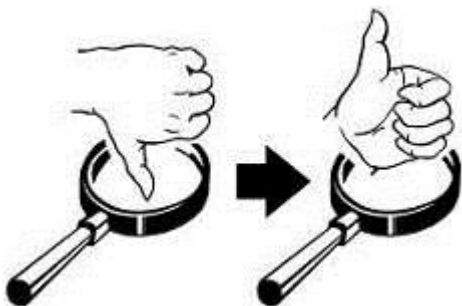
The home had a new manager who was making improvements to the way the home was managed.



The provider had systems in place to monitor the care provided. This needed to improve to ensure staffing levels were monitored and maintained.



## 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](mailto:enquiries@cqc.org.uk)**