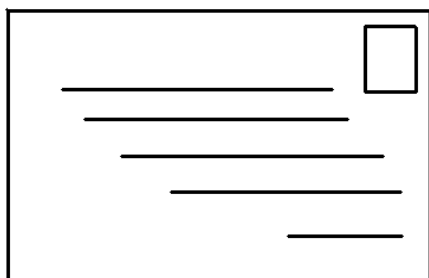


# What we think about Westcliffe House

## Easy read report



### **Address:**

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Westgate-on-Sea

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01843 835669

# 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).

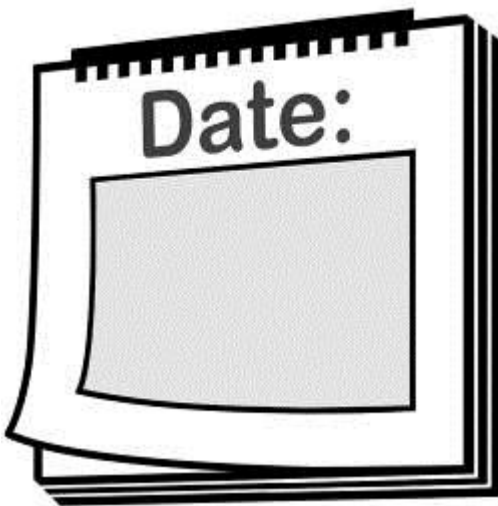
We then give the service ratings (or scores) of:

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

## About this service



Westcliffe House is a care home. When we visited, 11 residents with learning disabilities and sensory impairment were living there.



**We checked this service on:**

28 April 2017

## What we think about this service



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

## 1. Is the service safe?



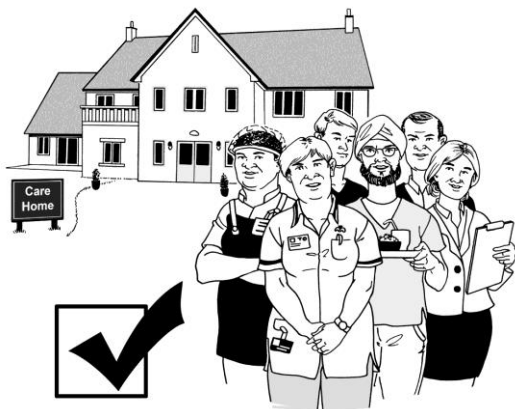
For the question, 'Is the service safe?', we think the service is **good**



Staff knew how to keep people safe from harm.



Staff made sure the environment was safe.



There was enough staff to keep people safe



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**



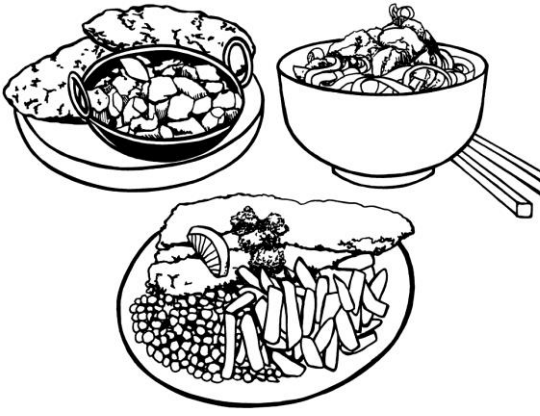
We saw that people were asked what they wanted to do and decisions about their care.



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



Staff had the training they needed.



Staff helped people to eat healthy and nutritious meals.

### 3. Is the service caring?



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



Staff gave people enough privacy.



Staff were kind and caring



Staff knew how to communicate with 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.

The registered manager looked into complaints and dealt with them fully.



People's care plans reflected their choices and preferences.

## 5. Is the service well-led?



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



The service was well managed.



The registered manager made regular checks to ensure people received the care they needed.



Staff were aware of the provider's values to provide person centred 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](mailto:enquiries@cqc.org.uk)**