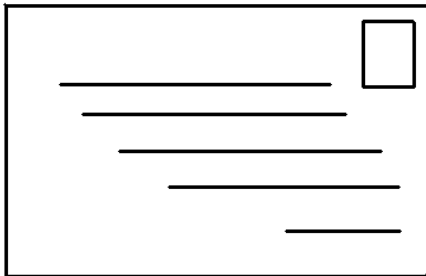


What we think about

SENSE – 55 Shipdam Road

Easy read report



Address:

Sense – 55 Shipdam Road

55 Shipdam Road

Toftwood

Dereham

NR19 1JL

Phone: 01362 694558

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



Sense – 55 Shipdham Road is a 'Supported Living' service. When we visited, 5 people with learning disabilities were living there.



We checked this service on:

3 April 2019

4 April 2019

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**



People's needs were holistically assessed.



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



Staff told us that the training they received was good.

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 supported to be independent.

Staff knew people well.

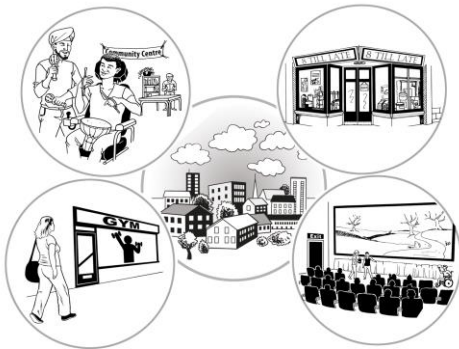
4. Is the service responsive?



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 to be part of the local community.



People were always helped 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 is **good**



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



People and staff were happy with the managers.



There was an ethos of continual learning to improve 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**