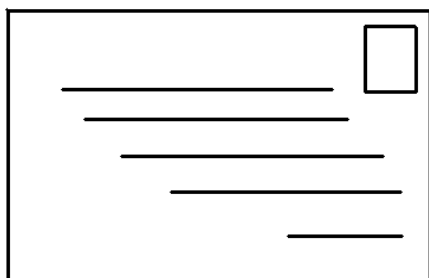


What we think about 370 The Ridge

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).

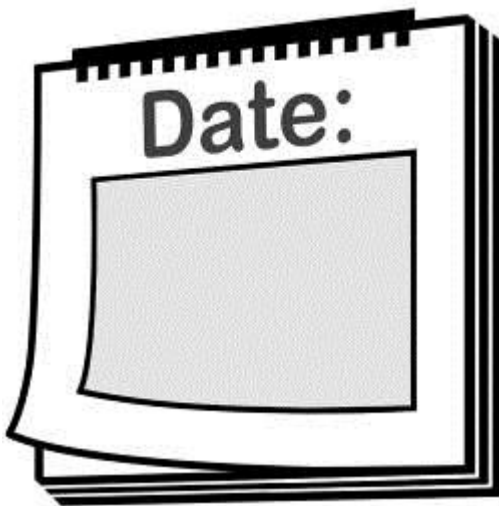
We then give the service ratings (or scores) of:

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

About this service



370 The Ridge is a care home. When we visited, six residents with learning disabilities were living there.



We checked this service on:

12 and 13 December 2016

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**



There were enough staff to help people.

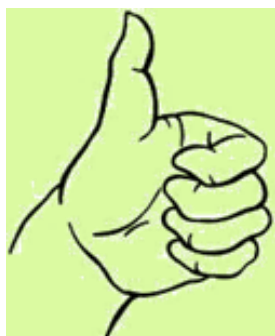


Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely.

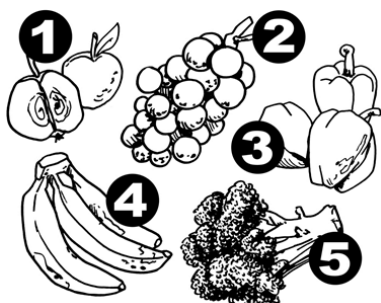
2. Is the service effective?



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



Staff were trained to help people.



Staff helped people eat healthily.



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

3. Is the service caring?



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



Staff knew what people liked.



Staff gave people enough privacy.



People were able to speak with other people from outside the home.

4. Is the service responsive?



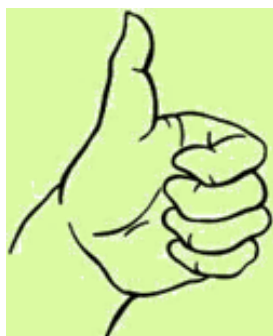
For the question, 'Is the service responsive?', we think the service is **good**

Staff knew about the care people needed.

People were able to choose what activities they wanted to do.

People were able to give their views.

5. Is the service well-led?



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



Staff were able to talk with each other and the manager.



The manager checked everything was okay.

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**