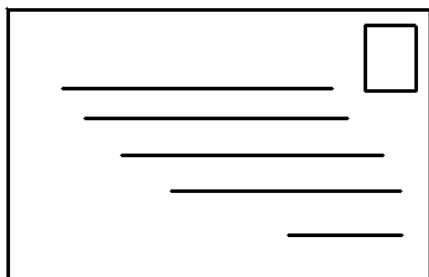


What we think about Croft House

Easy read report

**Address:**

138 Leicester Road

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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).

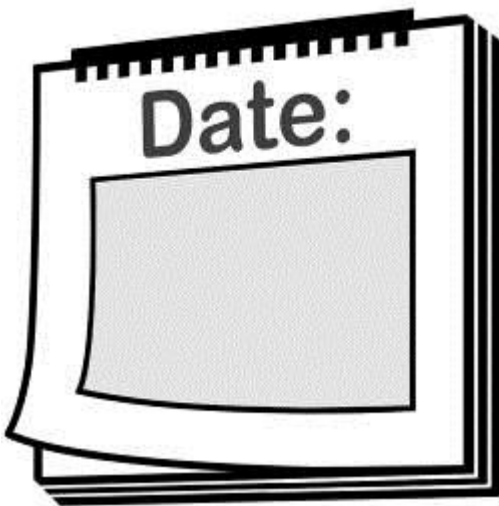
We then give the service ratings (or scores) of:

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

About this service



Croft House is a care home.
When we visited five people were
using the service.



We checked this service on:

20 and 23 February 2018

What we think about this service



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

1. Is the service safe?



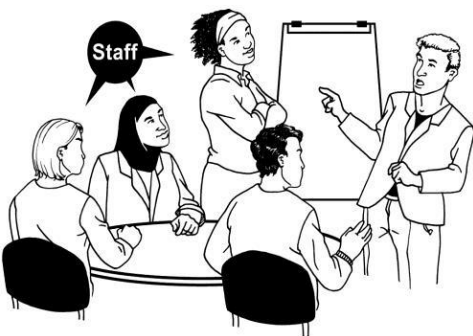
For the question, ‘Is the service safe?’, we think the service **requires improvement**.

Information about how to keep people safe from harm was not always written down.

Staff knew how to give people their medicine safely.

There were enough staff to keep people safe.

2. Is the service effective?



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

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.

People were supported by staff who were trained.

3. Is the service caring?



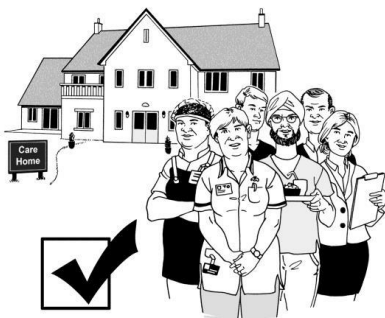
For the question, 'Is the service caring?', we think the service is **good**



Staff gave people enough privacy.



People were able to choose what they wanted to do.



Staff were kind when supporting people.

4. Is the service responsive?



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



People were helped to keep in touch with their families.

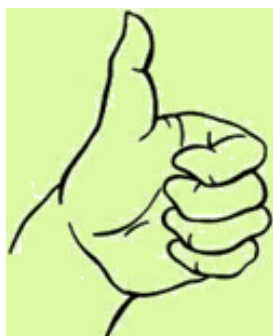


Staff helped people to speak up if they were unhappy.



Staff helped people to learn how to do things for themselves.

5. Is the service well-led?



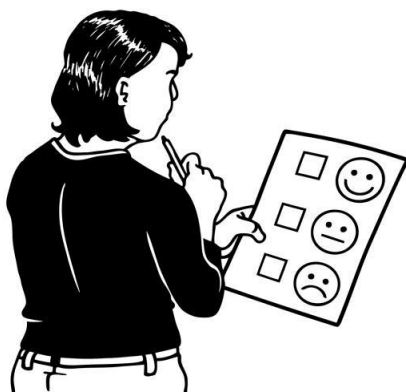
For the question, 'Is the service well-led?', we think the service is **good**



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



Staff were supported to learn and receive training.



The manager checked the quality of the home.

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:

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(Central Region)

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA



Phone: **03000 61 61 61**



Email: **enquiries@ccq.org.uk**