

What we think about Stratfield Lodge



Easy read report summary

Please print each page on one side of paper



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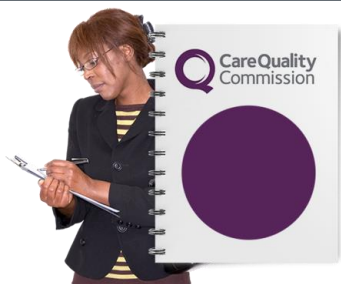
Website:

www.stratfieldlodge.co.uk

This service provides accommodation and personal care for up to 17 people with diverse and complex support

needs.

About the Care Quality Commission



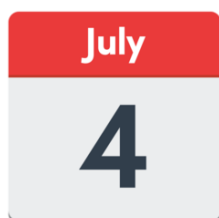
The Care Quality Commission (CQC)

checks if every health and social service gives good care to people.

We give them a score of:

- Very good
- Good
- Poor
- Very poor

What we think about this service



We checked this service on

4 July 2019

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 care for people at this service.

Staff knew how to keep people safe from danger.

Staff knew how to give people their medicine and tablets safely.

2. Does the service do its job well?



For the question, 'Does the service do its job well?', we think the service is **good**

Staff asked people if they agreed with decisions about their care.

Staff talked to health professionals (like doctors) to make sure people get very good medical help when they need it.

Staff had very good skills and training to support people.

3. Is the service caring and supportive?



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

Staff supported and cared about people and respected their choices.

Staff gave people privacy and knocked on doors to ask if they can go in.

Staff let people do things by themselves if they can.

Staff supported people to have relationships with their partner, friends and families.

Staff helped people speak up for themselves using an advocate.

4. Does the service meet people's needs?



For the question, 'Does the service meet people's needs?', we think the service is **good**

Staff gave people **person-centred** care, meaning staff respected people's choices in how they wanted their care to be given.

Staff included people and the people important to them in planning their care.

Staff let people choose what activities they want to do.

Staff listened to people if they want to talk or complain about something.

Staff were planning to ask people about their choices in their end of life care.

5. Do managers run the service well?



For the question, 'Do managers run the service well?', we think the service is **good**

People knew who was in charge of the service.

The manager listened to people and staff.

The manager made regular checks to make sure people are kept safe.

Staff had meetings with people to talk about how the service is run and how people's support can get better.

The service worked well with other organisations.

What happens next?



We have not asked this service to make any changes.

We will go back to check this service again in the future.

How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

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

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.