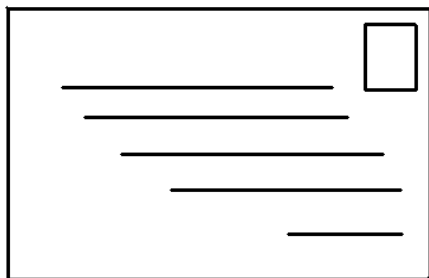


What we think about

The Maples

Easy read report



Address:

Tokers Green
Reading
RG4 9EY

Phone: 01189071982

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



The Maples is a care home providing accommodation and personal care. When we visited, 14 people with learning disabilities were living there.



We checked this service on:

10 and 15 July 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 give people their medicine safely.



Sometimes staff did not know how to keep the service clean.

2. Is the service effective?



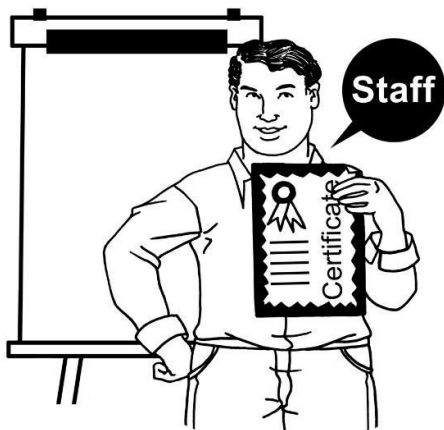
For the question, 'Is the service effective?', we think the service is **good**



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



People had health plans and regular visits to health services



Staff had the right training and skills to support people.

3. Is the service caring?



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



Staff were caring and kind and knew people well.

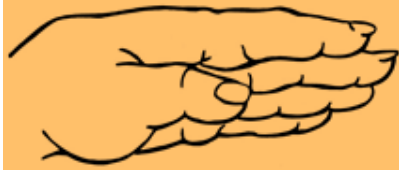


People were supported to express their views.



People were involved in planning their care and shared information about what they liked and didn't like.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service **requires improvement**



It was not always clear whether people were doing the activities they wanted to do, and which helped them keep busy.

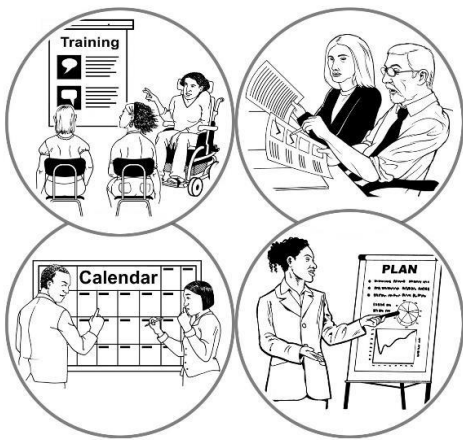


People were helped to understand information. Staff were taught how people best communicated.



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 felt supported by their managers.

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

The service worked with outside agencies and professionals to ensure people got all the support they needed.

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**