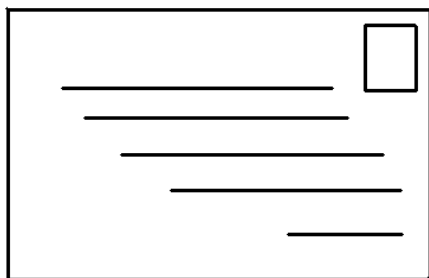


# What we think about

## Walsingham Support - 19

### Beech Avenue

#### Easy read report



**Address:**

**19 Beech Avenue**

**Smithfield**

**Egremont**

**Cumbria**

**CA22 2QA**

# 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).

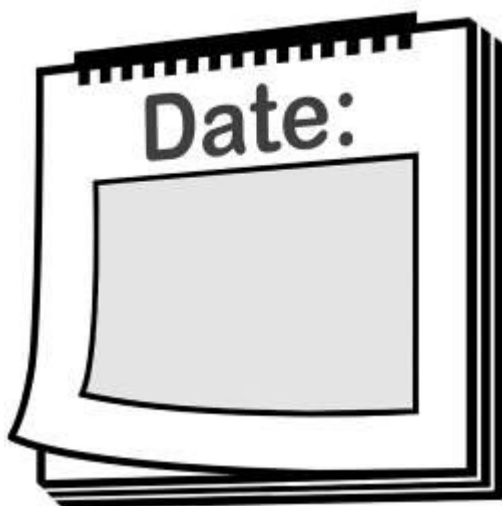
We then give the service ratings (or scores) of:

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

## About this service



19 Beech Avenue is a bungalow near Egremont. Six people who live with a learning disability live in the home.



We checked on the service on

**29 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.

## 2. Is the service effective?



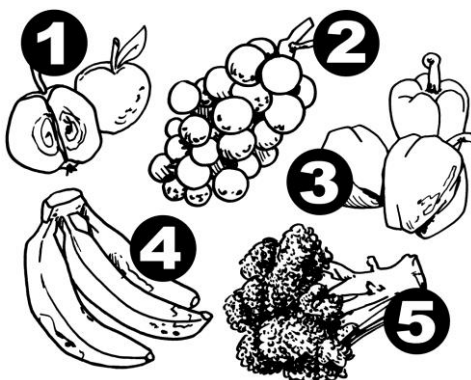
For the question, 'Is the service effective?', we think the service is **good**



Staff made sure that people got the support they needed.



Staff would call out the doctor or nurse if someone was ill or needed a check - up.



People were helped to eat a healthy diet.

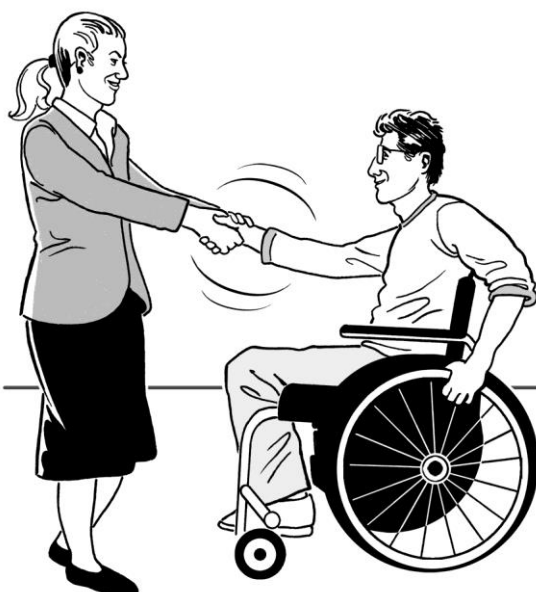
### 3. Is the service caring?



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



Staff were good at helping people get good personal care in a way that let them have private time.



Staff were kind and caring.

## 4. Is the service responsive?



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



People were supported to go out and join in with things like exercise and entertainments.

People had their own room in the house where they could spend private time.



## 5. Is the service well-led?



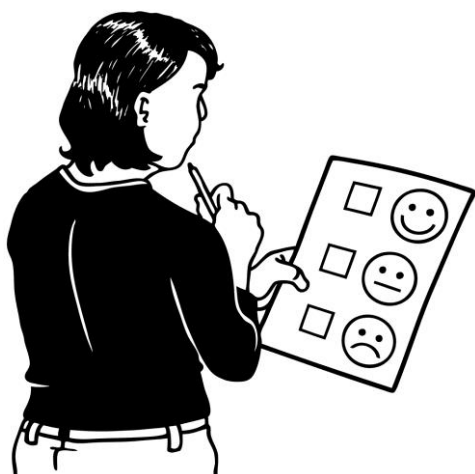
For the question, 'Is the service well-led?', we think the service is **good**



Staff asked people or their relatives about how things at the service could improve.



The staff kept good records and gave people information they needed.



The service had a new manager who was making sure people go the right kind of 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: The Care Quality Commission

Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**