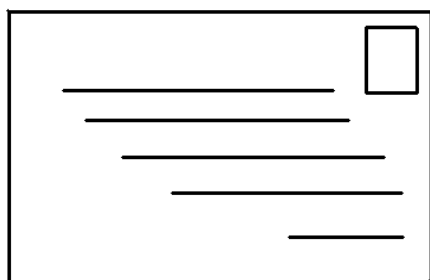


What we think about Westbury Lodge

Easy read report



130 Station Road

Westbury

Wiltshire

BA13 4HT

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).

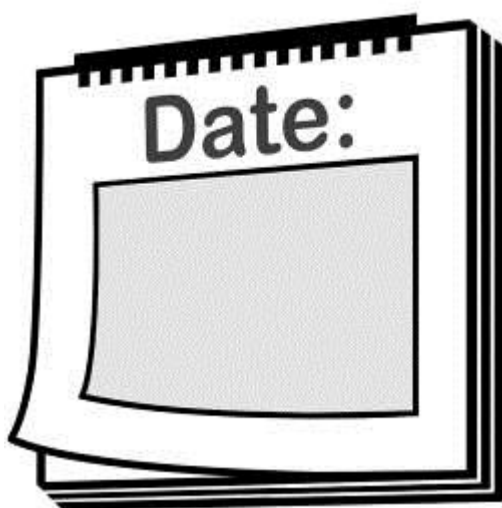
About this service



Westbury Lodge is a care home (no nursing) that provides supports for up to eight adults with learning disabilities, mental health, dementia and sensory impairments.

We checked this service on:

16 and 17 August 2017

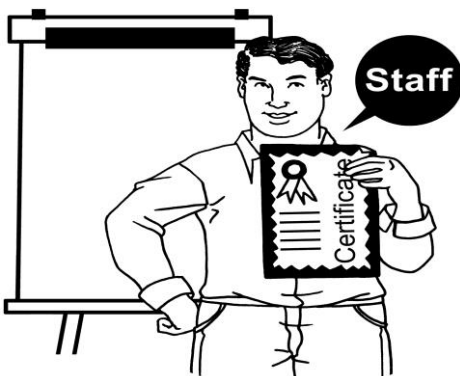
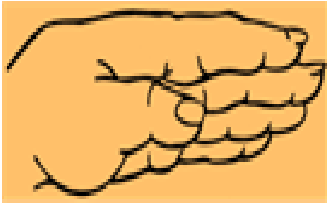


What we think about this service



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**

Medicine management needed some improvement around protocols and the review of these.

Although there was enough staff in place, this was being maintained by the use of agency staff.

Staff knew how to keep people safe.

2. Is the service effective?



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

Staff received a good induction to the home and were supported with training.

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**



People were encouraged to make their own choices.



Staff knew people well and were friendly and caring.

4. Is the service responsive?



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

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

Care plans were in place that recorded what people liked and disliked.

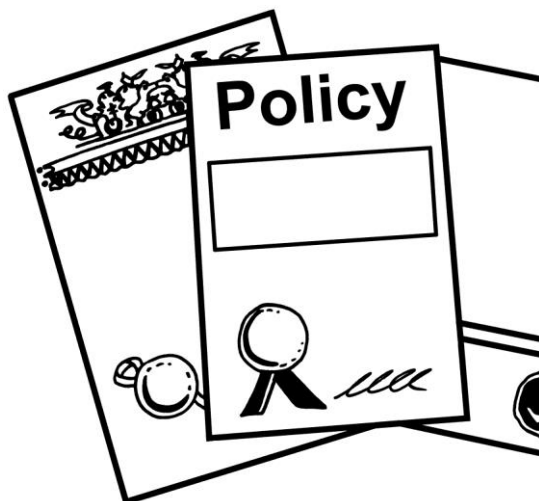
5. Is the service well-led?



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



The service had a management team that were available to support people.



Monitoring systems were in place to check the quality of care provided.

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**