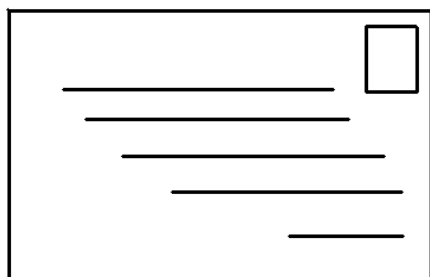


What we think about

The Regent

Easy read report

**Address:**

The Regent

Old London Road

Penrith

Cumbria

CA11 8ET

Phone:

01768 867977

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).

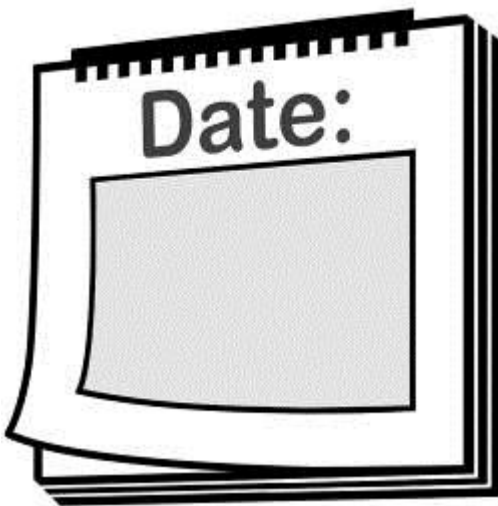
We then give the service ratings (or scores) of:

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

About this service



The Regent is a supported living service. When we visited, 8 people with disabilities were living there.



We checked this service on:

15 August 2017

29 August 2017

26 September 2017

What we think about this service



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

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is **inadequate**

Sometimes staff did not know how to keep people safe from harm.

Sometimes staff did not know how to keep people's money safe.



Sometimes staff did not know how to give people their medicine safely.

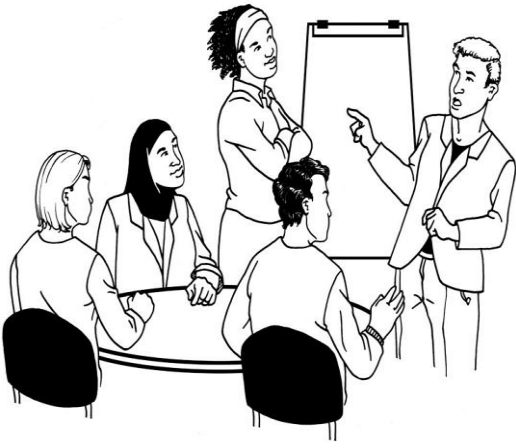
2. Is the service effective?



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



We saw that sometimes people were not asked if they agreed with decisions about their care.



We saw that sometimes staff did not have proper training and support.

3. Is the service caring?



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

People said the support workers were caring and friendly.

Sometimes people were not supported by staff who knew their preferences, needs and wishes.

4. Is the service responsive?



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



Sometimes people were not able to choose what activities they wanted to do.



People were sometimes helped to get in touch with their doctor.



People knew who to speak to if they were unhappy about something.

5. Is the service well-led?



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

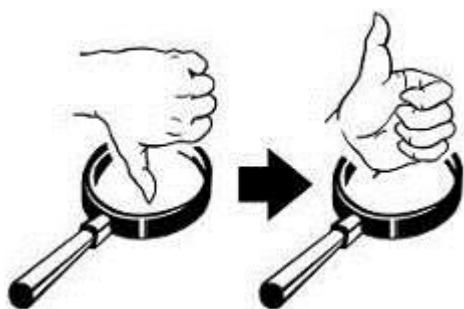


Staff did not always have meetings to talk about how things at the service could improve.



Staff are not supported to learn and receive training.

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

We are taking more action against this service to keep people who use it safe.

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:

North East Region
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



Phone: **03000 61 61 61**

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