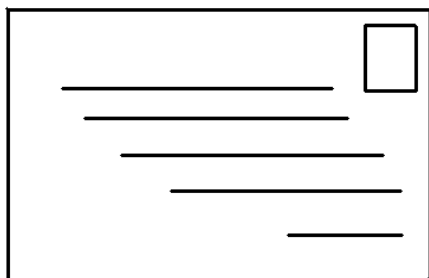


What we think about 55 Sandwich Road

Easy read report



Address:

55 Sandwich Road
Whitfield
Dover
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CT16 3LT

Phone:

01304 820803

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).

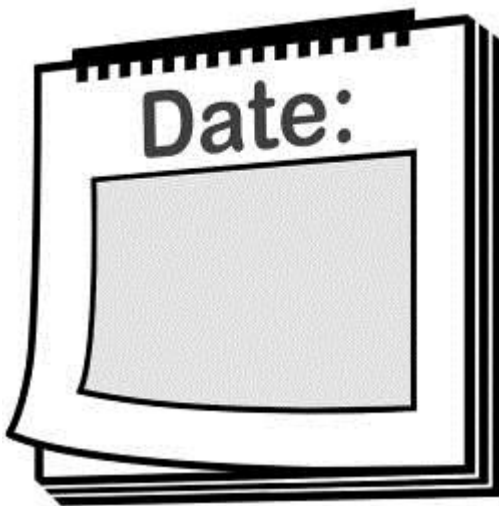
We then give the service ratings (or scores) of:

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

About this service



55 Sandwich Road is a care home. When we visited, 2 people with learning disabilities were living there.



We checked this service on:

26 October 2017.

What we think about this service



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

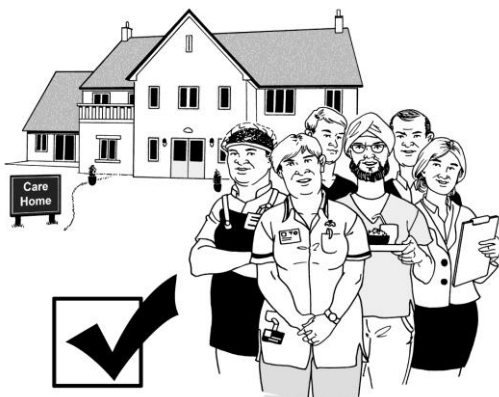
1. Is the service safe?



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



Staff knew how to keep people safe from harm.



There was enough staff to keep people safe.



Staff made sure the environment was safe.



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**



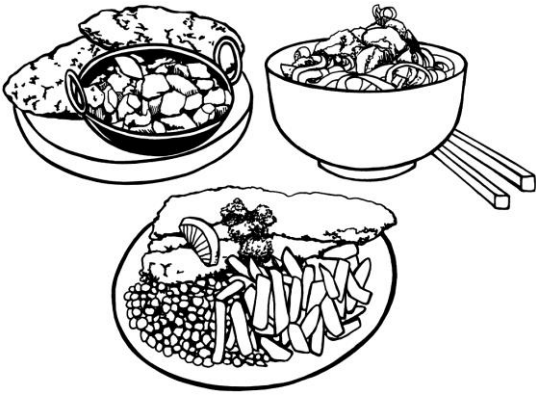
We saw that people were asked if they agreed with decisions about their care.



Staff had the training they needed to support people properly.



Staff talked to doctors to make sure people got medical help when they needed it.



Staff helped people eat and prepare healthy and nutritious food.

3. Is the service caring?



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



Staff gave people enough privacy.



Staff knew how to communicate with people in a way they understood.



Staff were kind and caring

4. Is the service responsive?



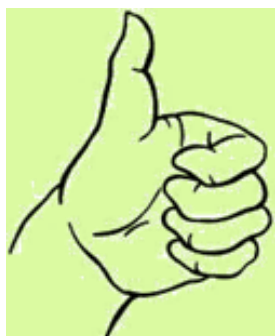
For the question, 'Is the service responsive?', we think the service is **outstanding**

People had made friends for the first time.

Staff regularly updated people's care plans.

The registered manager looked into any complaints and they were dealt with fully.

5. Is the service well-led?



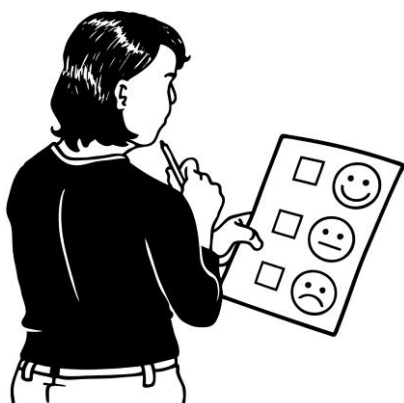
For the question, 'Is the service well-led?', we think the service is **good**



The service was well managed.



Staff were aware of the provider's values to provide person centred care.



The registered manager made regular checks to ensure people received the care 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**