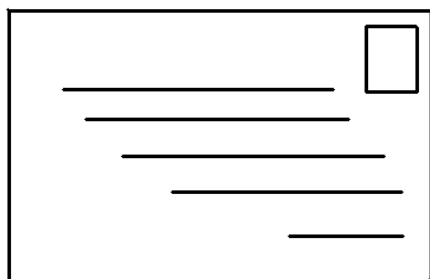


# What we think about Barrington House

## Easy read report



### **Barrington House**

Rye Road

Hastings

East Sussex

TN35 5DG

**Phone:**

01424 422228

# 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



Barrington House is a care home. When we visited 18 people with learning disabilities were living there.



**We checked this service on:**

16 & 17 May 2018



Across all the areas we checked, we think this service **requires improvement.**

## 1. Is the service safe?



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

People were not always supported with health needs such as regular exercises and management of weight.

Staff knew how to keep the service clean.

Staff knew how to give people their medicines safely.

## 2. Is the service effective?



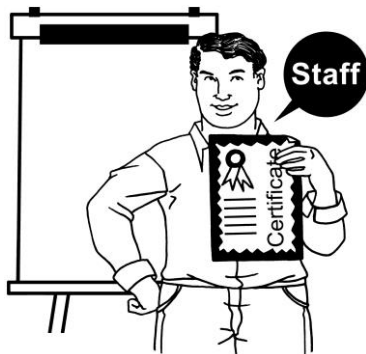
For the question, 'Is the service effective?', we think the service is **good**.



People were asked if they agreed with decisions about their care.

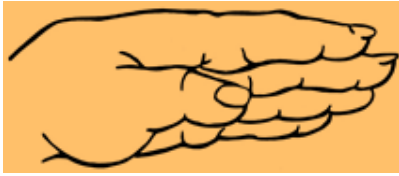


People were supported to health appointments when they needed them.



Staff received training to meet people's needs.

### 3. Is the service caring?



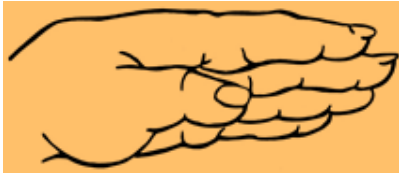
For the question, 'Is the service caring?', we think the service **requires improvement.**

People did not always receive meals at the same time and mealtimes were not always a sociable time.

People had privacy.

People could choose how they wanted to decorate their bedrooms.

## 4. Is the service responsive?



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



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



Others were very active and chose what activities they wanted to do.



People told us they knew who to talk to if they had any worries or concerns.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service **requires improvement.**

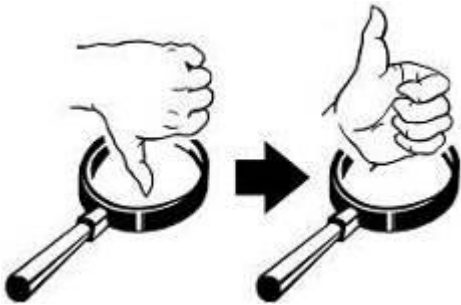
Records were not always up to date.

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

Staff told us they felt supported by the manager.



## 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.

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