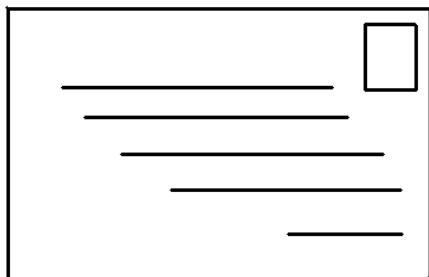


What we think about

135 Norman Road

Easy read report

**Address:**

135 Norman Road

London

E11 4RJ

Phone:

02085390596

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



135 Norman Road is a residential care home providing personal care and support for people living with learning disabilities, autistic spectrum disorder, mental health, younger adults, physical disabilities and older people. At the time of the inspection they were providing personal care and support to three people with learning disabilities.

We checked this service on:

16 December 2019

What we think about this service



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

1. Is the service safe?



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



Staff knew how to keep people safe from harm.



People were protected by the prevention and control of infection control.



Staff were recruited safely.



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 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**



Staff gave people enough privacy.



People were able to choose where to go if they wanted to be on their own.



People were supported by staff who were 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 and aspirations they wanted to do.

People were supported to make a complaint.

5. Is the service well-led?



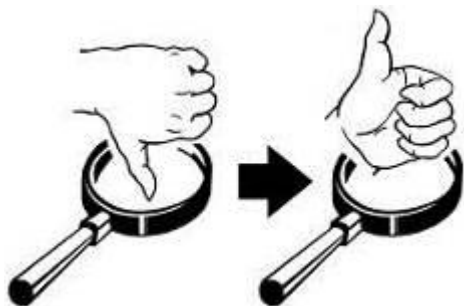
For the question, 'Is the service well-led?', we think the service **good**

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

Staff told us they felt supported by the registered manager. People liked the registered manager.

The provider had effective quality assurance systems to monitor the quality and safety of the care provided

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**