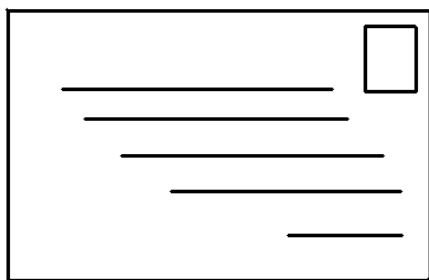


What we think about Creative Support – Willowtree House

Easy read report



Address:

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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



Creative Support – Willowtree House is a care home. When we visited, 5 people with learning disabilities were living there.



We checked this service on:

29 January 2020.

What we think about this service

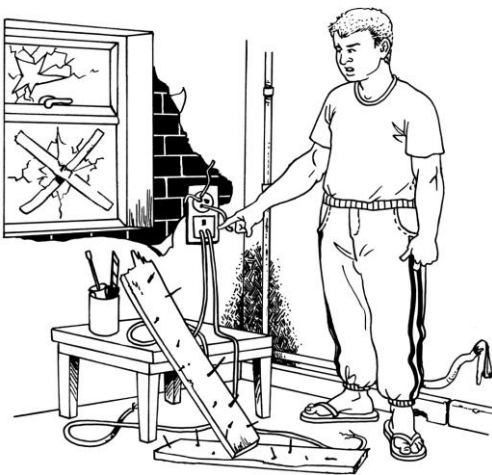


Across all the areas we checked, we think this service **requires improvement**

1. Is the service safe?



For the question, ‘Is the service safe?’, we think the service **requires improvement**



The home was not always kept clean and safe for people.

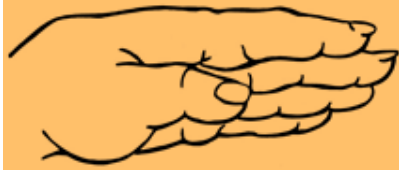


There were enough staff to support people.



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 **requires improvement**



Staff did not always have the training they needed.



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**



People's private information was locked away. Staff gave people enough privacy.



Staff were kind and friendly.



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

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.



People's care plans helped staff to provide people's support.



People were always helped to keep in touch with their families.

5. Is the service well-led?



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



The provider hadn't always made improvements when needed.

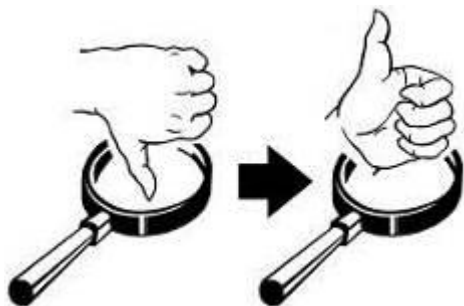


Staff were supported in their work by the manager.



The manager and staff listened to people's views.

What happens next?



We have asked the 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**