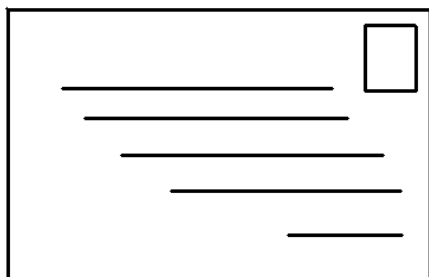


What we think about Branksome House

Easy read report



Address:

Branksome House

26 Tuffley Avenue

Gloucester

GL1 5LX

Phone:

01452 535360

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:

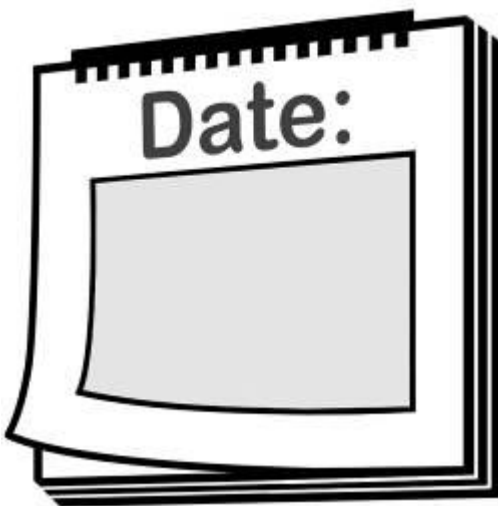
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Branksome House is a care home for up to 9 people with a learning disability, autism or mental health problems. There were 7 people living in the care home when we visited.

Branksome House also provides staff to support people with their personal care who live in shared houses. There were 10 people being supported in this way when we visited.



We checked this service on:

6,11 & 13 March 2019

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.

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**



Staff were supported to learn and receive training.



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 treated with respect by staff.

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 were always helped to keep in touch with their families.

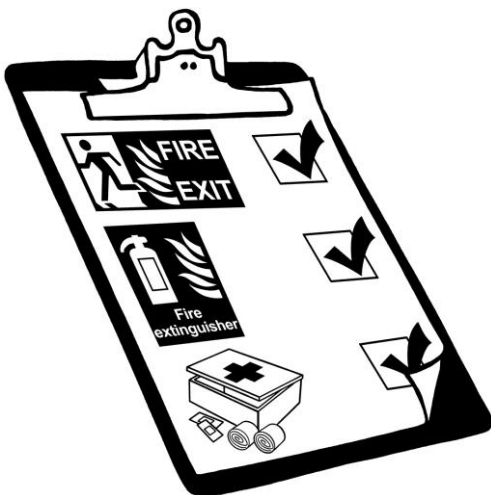
5. Is the service well-led?



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



Managers were available to speak to people using the service.



Checks were made on the service.

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**