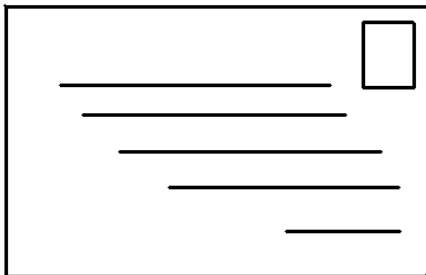


What we think about Meadowside

Easy read report



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About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

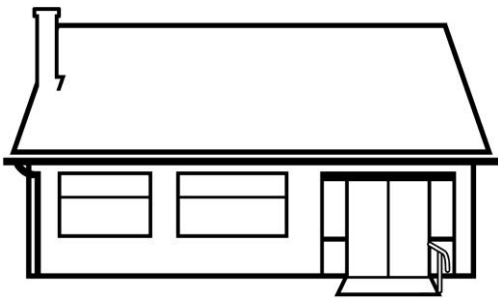
Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

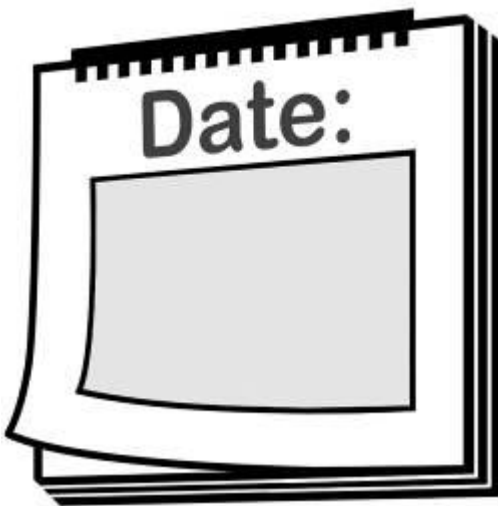
We then give the service ratings (or scores) of:

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

About this service



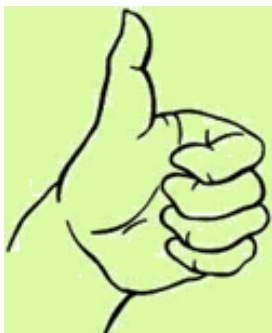
Meadowside is a care home providing respite for up to 10 people. When we visited, 6 people with learning disabilities were staying there.



We checked this service on:

1 and 4 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.



There were enough staff to keep people safe.



Staff knew how to keep the service clean.



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**



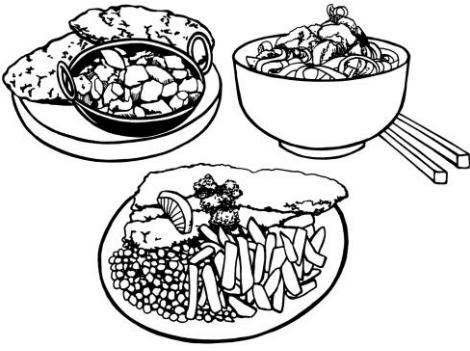
We saw that people were asked if they agreed with decisions about their care.



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.



People could choose what they wanted to eat and drink and they enjoyed their meals.

3. Is the service caring?



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



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



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



Staff gave people enough privacy.



Staff were kind and caring.



Staff treated people with dignity and respect.

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.

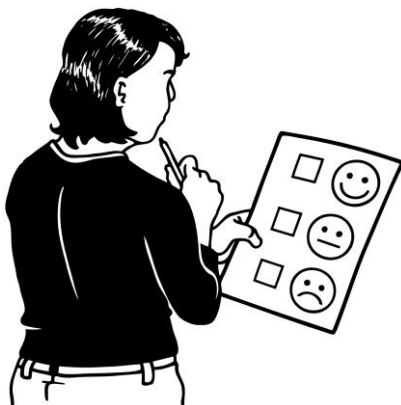


Staff regularly updated people's care plans.



The registered manager looked in to 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.

The registered manager made regular checks to ensure people received the care they needed.

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



Staff are supported to learn and receive training.

Staff were valued and shared the same vision for the service – to provide high quality care to each resident.

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**