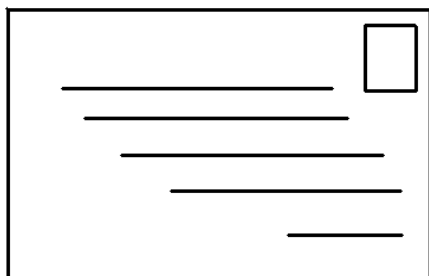


# What we think about Cambian Dilston College

## 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



Cambian Dilston College provides education, accommodation and personal care for young people aged 16 - 25 with learning disabilities and/or autism spectrum disorder.



**We checked this service on:**

5 and 8 November 2018

## 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 support people with the things they needed.

## 2. Is the service effective?



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



Staff helped people with health appointments if they needed it.



Staff were trained to support people in the right way.

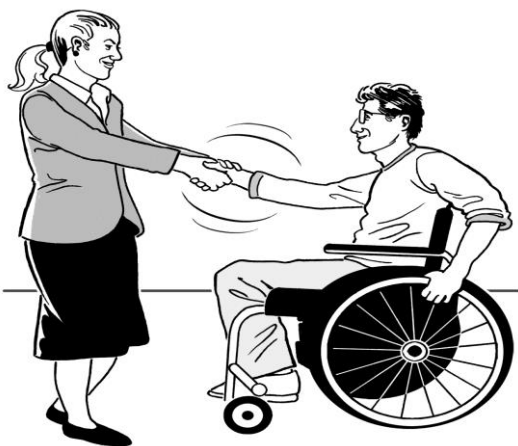
### 3. Is the service caring?



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

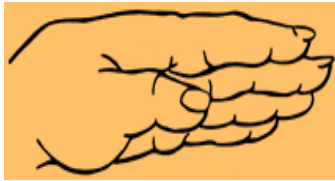


Staff were friendly and helpful.



Staff respected people.

## 4. Is the service responsive?



For the question, ‘Is the service responsive?’, we think the service is requires improvement

People said they would like to do more activities at weekends and evenings.

Parents wanted more communication from the college.

People were supported to have work experience and to become more independent.

## 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. People and parents knew who to talk to if things could be improved.

The provider always looked at ways to make the service better.



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