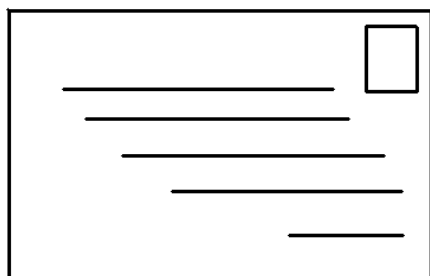


What we think about

Barnfield

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



Barnfield is a care home for up to 11 adults. When we visited, 11 people with learning disabilities were living there. Some people also had a physical disability.



We checked this service on:

26 June and 5 July 2018

What we think about this service



Across all the areas we checked, we think this service is Good

1. Is the service safe?



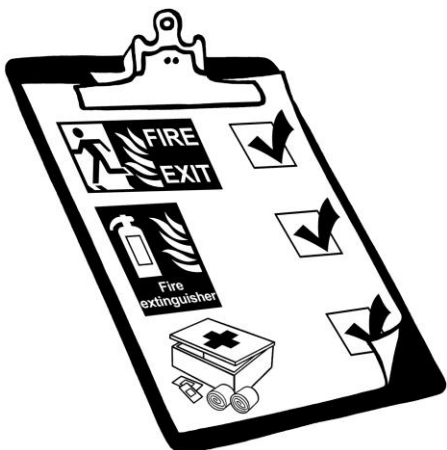
For the question, 'Is the service safe?', we think the service **requires improvement**



Medicines were stored and given to people safely



Checks on new staff had always been completed before they started working with people



Checks on safety around the home had not identified some risks

2. Is the service effective?



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



Staff were trained and knew how to support people well



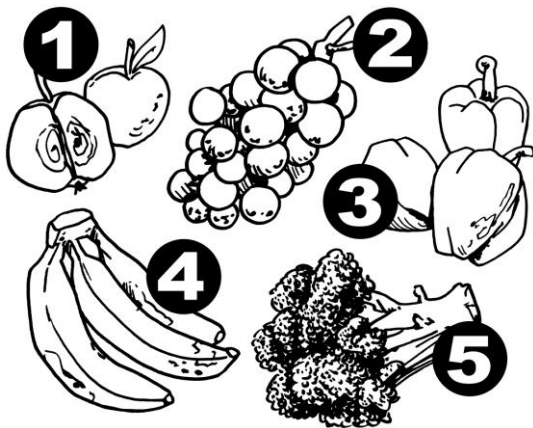
People were asked if they agreed with decisions about their care.



Staff talked to doctors to make sure people got medical help when they needed it.



People were supported to lead fulfilling and happy lives.



People were supported to have healthy food they liked.



Staff helped people to get information in a way they could understand

3. Is the service caring?



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

Staff gave people privacy when they wanted it. People were able to choose where to go if they wanted to be on their own.

People were helped to do things by staff who knew them well

Family and friends were encouraged to visit people at Barnfield

4. Is the service responsive?

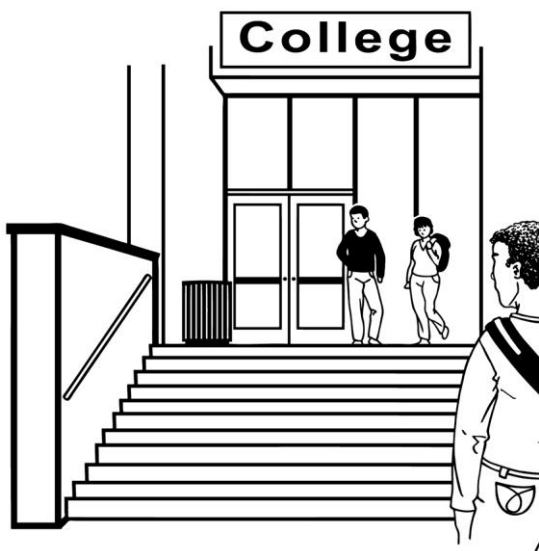


For the question, 'Is the service responsive?', we think the service is

Outstanding

People had care plans which were complete and accurate.

People could choose what activities they wanted to do inside and outside the home



People were supported to go out, attend college and get jobs which they were very happy about



There were systems to support people if they wanted to make a complaint.

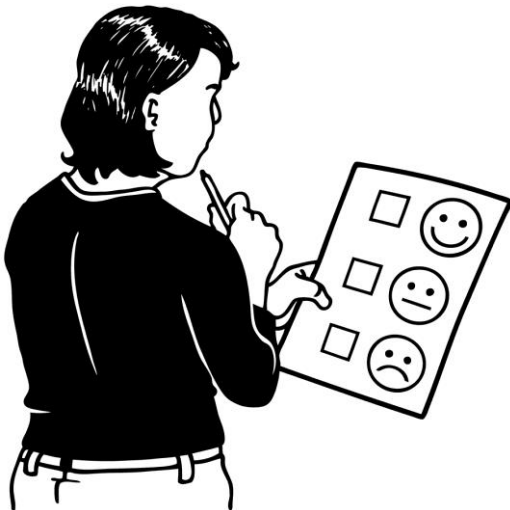


When people moved to another home, the manager and staff helped them to make this easy.

5. Is the service well-led?



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



Checks at Barnfield had not identified some issues, but the manager took immediate action to sort them out



The manager and staff were liked by people and their families. People were encouraged to say how the home was run.



The manager contacted professionals and families when needed to discuss concerns.



The manager helped people and staff to use computers and new technology to improve their care

What happens next?



We have asked this service to make some changes. 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**