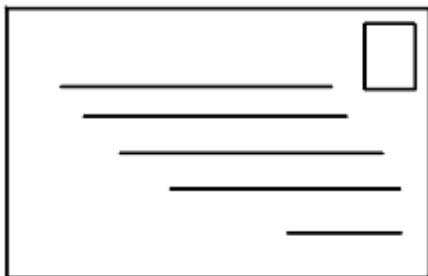


What we think about The Lodge

Easy read report



Address:

Milford Lodge

Westfield Lane

South Milford

Leeds

West Yorkshire

LS25 5AW

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:

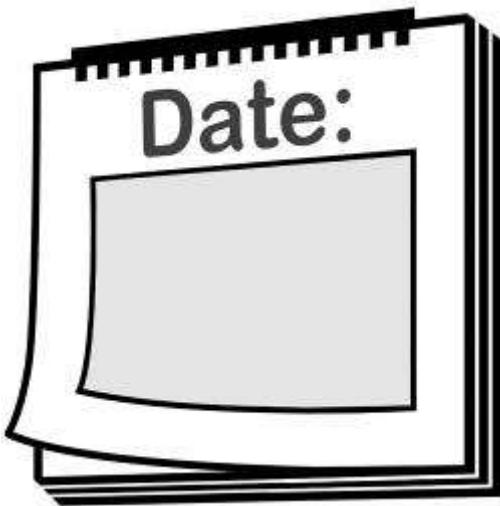
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor)



About this service



The Lodge is a care home for up to eight people with a learning disability or autism.



We checked this service on:

27 January 2020

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**

The service needed to improve how they assessed and managed risks.

More detailed plans were needed about how to support people who were angry or upset.

Staff helped people take their medicines.

2. Is the service effective?



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



Staff had training on how to look after people.



Staff asked questions to find out what support people needed.



Staff helped people to see their doctor if they were unwell.

3. Is the service caring?



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



Staff were kind and caring.



Staff respected people's privacy.



Staff helped people make choices.

4. Is the service responsive?



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



People were supported to take part in lots of activities.



Staff helped people keep in touch with their family and friends.



Staff worked hard to make sure people felt happy and at home in the service.

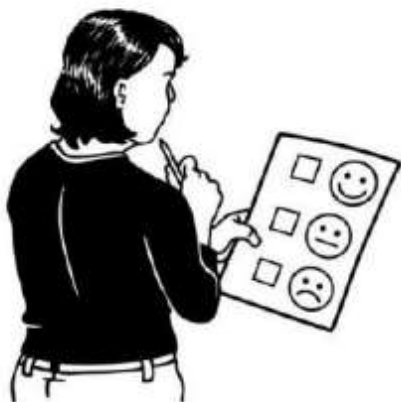
5. Is the service well-led?



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

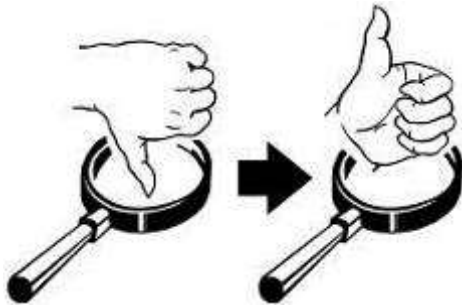


Staff and the manager worked together to look after people.



The manager checked to make sure people were happy with the service.

What happens next?



We have asked this 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**