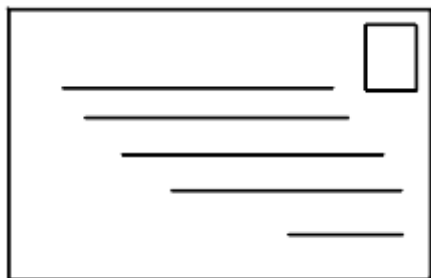


What we think about St Anne's Community Services – Norfolk Road

Easy read report



Address:

St Anne's Community Services –
Norfolk Road

28 Norfolk Road

Harrogate

HG2 8DA

Phone:

01423 871288

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:

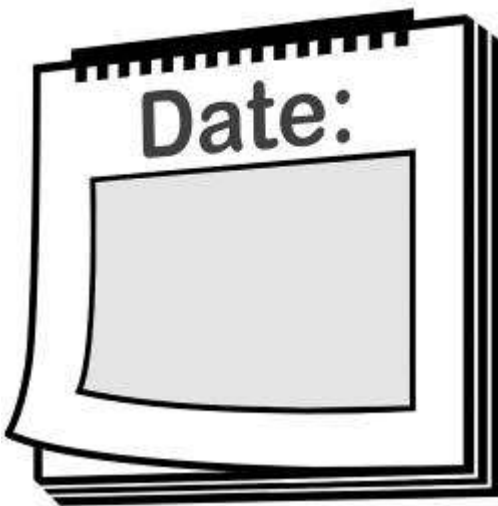
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).



About this service



St Anne's Community Services – Norfolk Road is a care home. When we visited, three people with learning disabilities were living there.



We checked this service on:

6 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 kept people safe.



Staff gave people their medicines safely.



There were enough staff to look after people.

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 helped people go to the doctors if they were unwell.

3. Is the service caring?



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



Staff helped people to make choices.



Staff were kind and caring.

4. Is the service responsive?



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



People could choose what activities they wanted to do.



Staff helped people to keep in touch with their families.



Staff helped people to be independent.

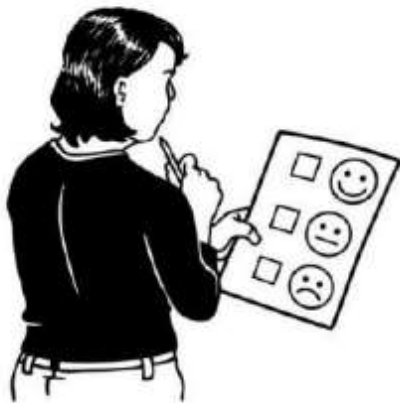
5. Is the service well-led?



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 worked hard to make sure people were happy and well looked after.

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**