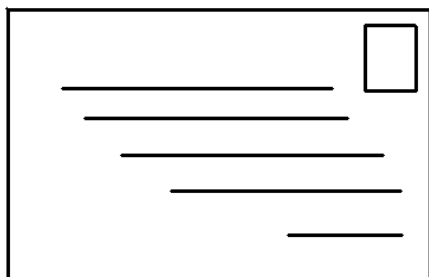


What we think about Heathcotes Preston

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



Heathcotes Preston is a care home. When we visited, four residents with learning disabilities were living there.



We checked this service on:

07, 09 and 15 May 2019

What we think about this service



Across all the areas we checked, we think this service is **inadequate**

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is **inadequate**



Sometimes staff did not know how to keep people safe from harm.



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 **inadequate**

We saw that sometimes people were not asked if they agreed with decisions about their care.

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



Some staff had not been trained to be able to keep people safe.

3. Is the service caring?



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

People had their own bedrooms and bathrooms. Their privacy was protected.

Sometimes people were not treated in a respectful way.



Some people had built trusting relationships with staff and told us they enjoyed spending time together.

4. Is the service responsive?



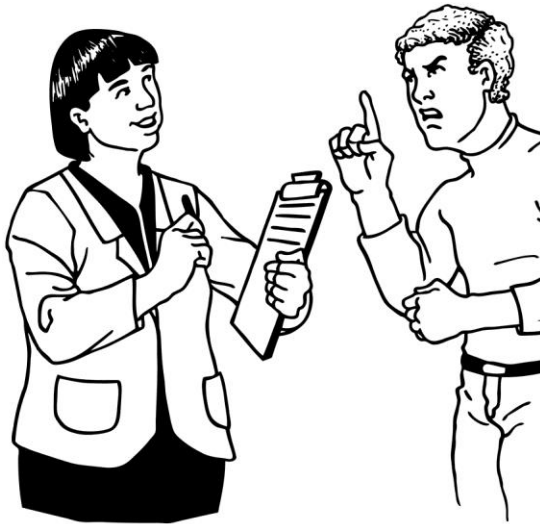
For the question, 'Is the service responsive?', we think the service is **inadequate**

People were supported to keep active.

People were not always assessed before they came to the service. Staff could not always support them in the best way.



People were always helped to keep in touch with their families.



People felt confident to complain and told us they were listened to.

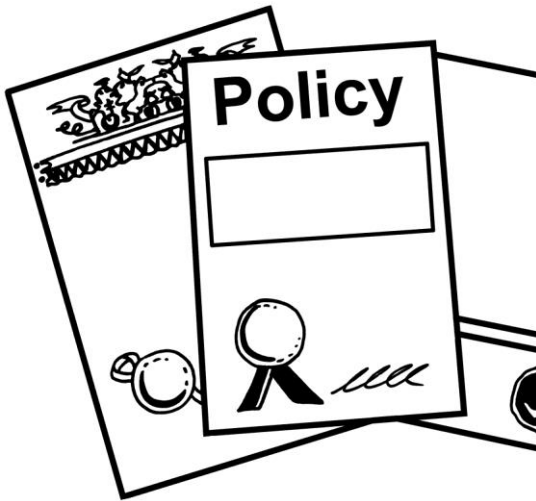
5. Is the service well-led?



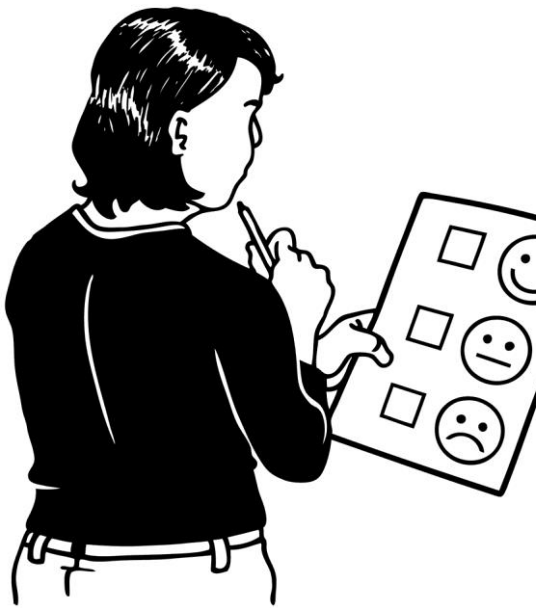
For the question, ‘Is the service well-led?’, we think the service is **inadequate**

Staff did not always have meetings to talk about how things at the service could improve.

Staff were not always supported to learn lessons when things went wrong.

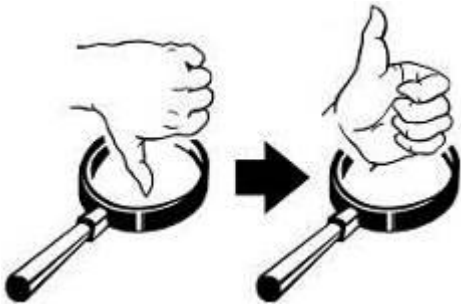


Staff had policies and procedures to follow.



The manager did not always ask people for feedback and involve others to improve 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.

We are taking more action against this service to keep people who use it safe.

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