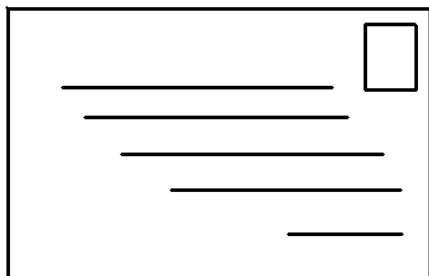


What we think about Rowan Court

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).

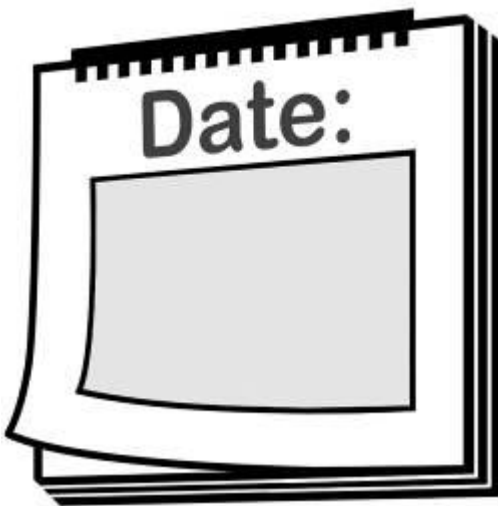
We then give the service ratings (or scores) of:

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

About this service



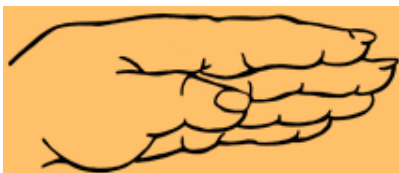
Rowan Court is a care home.
When we visited 15 people with learning disabilities were living there.



We checked this service on:

7 and 13 November 2018

What we think about this service



Across all the areas we checked, we think this service is **Requires Improvement.**

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.





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 Good



People made decisions about their care.



Staff were supported to learn and receive training.



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

3. Is the service caring?



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



Staff gave people enough privacy.



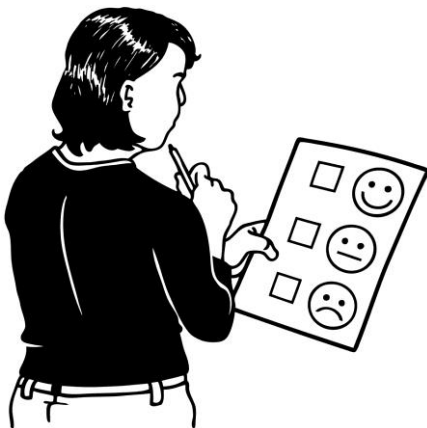
People were able to choose where to go if they wanted to be on their own.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **requires improvement.**

The service did not always write down concerns from people.



People were involved in planning their care.



People were able to choose what activities they wanted to do.



People were helped to keep in touch with their family and friends.

5. Is the service well-led?



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

Requires Improvement

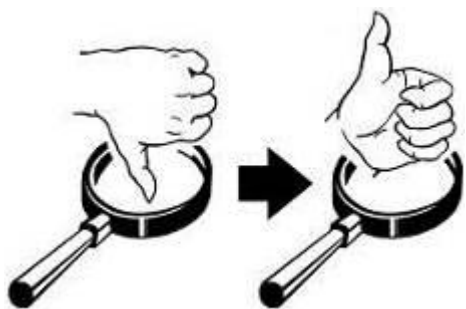


The service did not always write down how they made things better for people.



Staff had meetings to talk about how things at the service could improve.

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