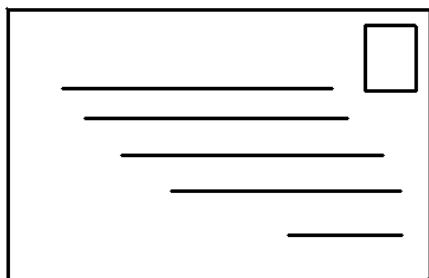


# What we think about

Newtondale

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



**Newtondale is registered to provide care and accommodation for one person with a learning disability. Services are provided from a semi-detached bungalow in a residential area in East Hull, close to local amenities.**

**We checked this service on:**

**13 September 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 knew 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 **good**

We saw that 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.

### 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 **good**

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

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

## 5. Is the service well-led?



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

The service has a registered manager who is registered with the Care Quality Commission.

At the last inspection we asked the registered provider to look at their systems to make sure they are robust to make sure they work properly all of the time. At this inspection we found they had done this and when things needed to be changed this was done.





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

## 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**

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