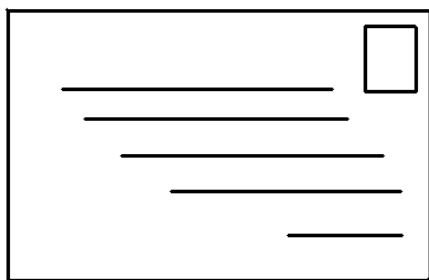


What we think about Compass Care - South Park

Easy read report



Address:

Compass Care - South Park

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HD1 4HT

Phone:

01484 315551

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).

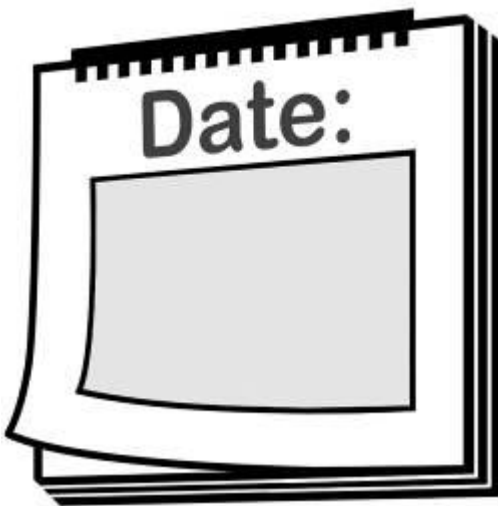
We then give the service ratings (or scores) of:

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

About this service



Compass Care - South Park is a care home. It also provides a service for two people who live in their own homes. When we visited, 10 people with learning disabilities were living there.



We checked this service on:

18 & 24 June 2019

What we think about this service



Across all the areas we checked, we think this service **requires improvement**

1. Is the service safe?



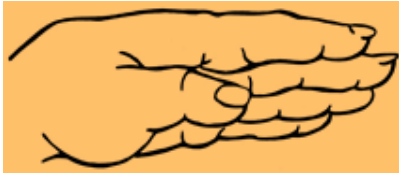
For the question, 'Is the service safe?', we think the service **requires improvement**

Staff knew how to keep people safe from harm.

Sometimes staff did not know 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 **requires improvement**

Not all staff had received regular supervision from their manager.

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**

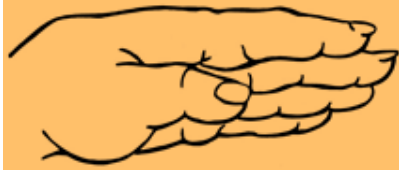


Staff gave people enough privacy.



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 **requires improvement**

Staff did not always make an accurate and timely record of people's daily care and support.

People were helped to keep in touch with their families.

5. Is the service well-led?

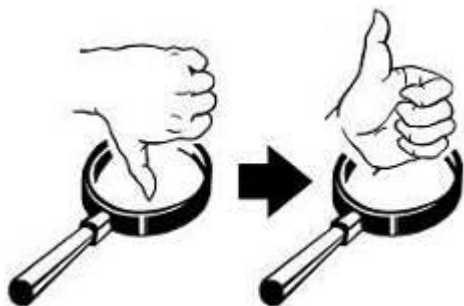


For the question, ‘Is the service well-led?’, we think the service **requires improvement**

Checks on the home and quality of service had not identified where improvements needed to be made.

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**