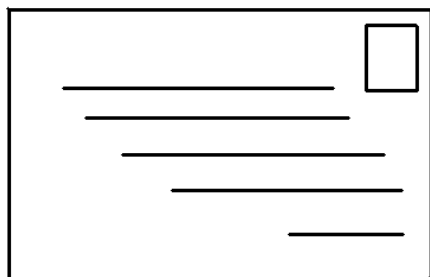


What we think about Leopold Muller Home

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



Leopold Muller is a nursing home. When we visited, 19 people who were deaf and had other support needs were living there.



We checked this service on:

23 and 25 October 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 medicines safely. Some records needed checking.

2. Is the service effective?



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



Staff asked people if they agreed with decisions about their care.



People had access to medical services and healthcare 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 privacy.



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



Staff were kind and caring.

4. Is the service responsive?



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



People did different activities.



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 is **good**



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



There were ways of checking the quality of the service.

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**