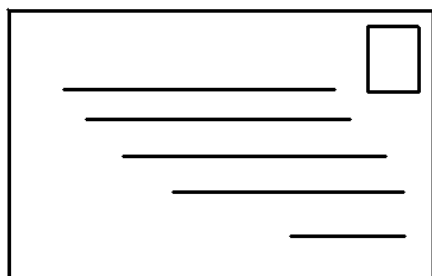


What we think about Vision Homes Association – 1A Toll Gate Road

Easy read report



Address:

1A Toll Gate Road

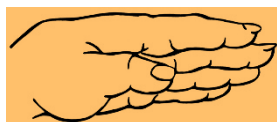
Ludlow

Shropshire

Phone:

01584 877737

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



1A Toll Gate Road is a care home. When we visited 1A Toll Gate Road, 4 people with learning and/or physical disabilities were living there.



We checked this service on:

22 March 2019

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?

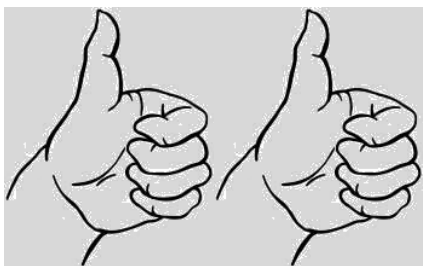


For the question, 'Is the service effective?', we think the service is **good**

We saw that staff asked people if they agreed with decisions about their care.

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

3. Is the service caring?



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

Staff gave people enough privacy.

People chose 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 chose what activities they wanted to do.



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

Staff received training so that they knew how to do their job properly.

What happens next?



We have not asked 1A Toll Gate Road 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**