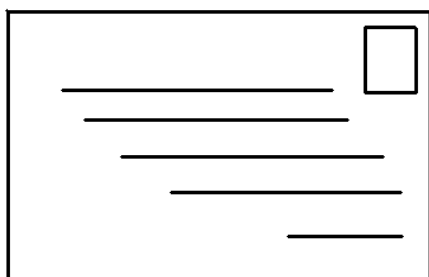


What we think about

Pemdale

Easy read report

**Address:**

Pemdale

26a Nursery Close

Potton

Bedfordshire

SG19 2QE

Phone:

01767 262515

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



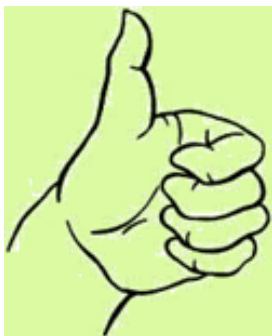
Pemdale is a care home. When we visited, four people with learning disabilities were living there.

We checked this service on:

13 June 2019



What we think about this service



Across all the areas we checked, we think this service is **good**

1. Is the service safe?

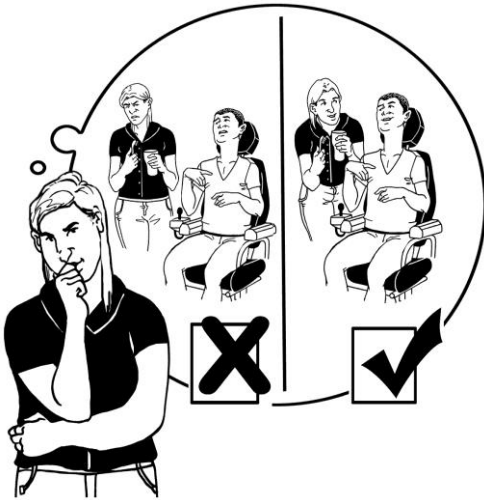


For the question, 'Is the service safe?', we think the service is **good**

Staff knew how to keep people safe from harm.

There were enough staff to meet people's needs.

Staff knew how to give people their medicines safely.



Action had been taken to make sure the building was clean and fresh.

The manager made changes when things went wrong, to stop mistakes happening in the future.

2. Is the service effective?



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



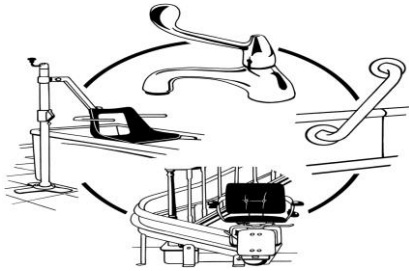
Training had improved, so staff had the right skills to meet people's needs.



People could choose what they ate and drank.



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



Changes had been made to the building to meet people's needs and promote their independence.



There was enough space for people to access all areas of their home and garden.



People were asked if they agreed with decisions about their care and support, including how their money was spent.

3. Is the service caring?



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

Staff were friendly and caring. They treated people as individuals and knew how best to meet their needs.

Staff gave people enough privacy.

People were helped to keep in touch with their families.

4. Is the service responsive?



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

People had their own support plans, which helped staff understand how to meet their needs and keep them safe.

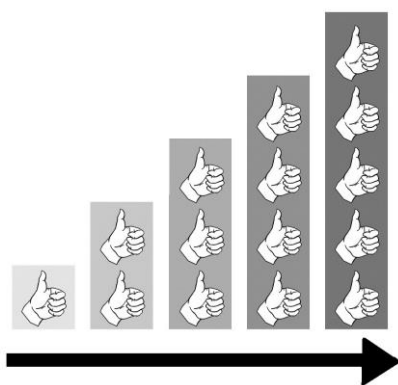
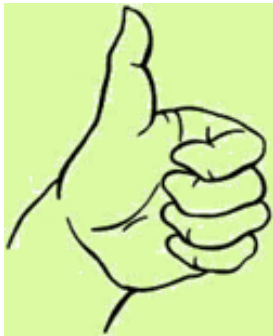
Staff listened to people and understood the best way to communicate with them.



People were able to choose what activities they wanted to do, including holidays.

People were able to talk to staff or the manager if they had any concerns.

5. Is the service well-led?



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

There was a new manager who had worked hard to improve the service since our last inspection.

Lots of changes had been made to keep people safe and comfortable.



Regular checks were taking place to find out how well the service was doing, and to see where more improvements could be made.

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**