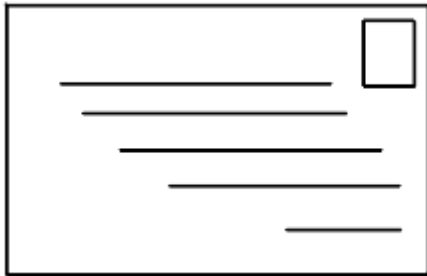


What we think about Cherry Tree House

Easy read report



Address:

Cherry Tree House
33A Forest Road
Kingswood
Bristol
BS15 8EW

Phone:

0117 967 7447

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



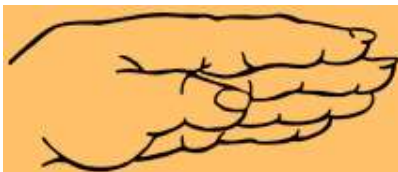
Cherry Tree House is a care home. When we visited, 8 people with learning disabilities or additional needs were living there.



We checked this service on:

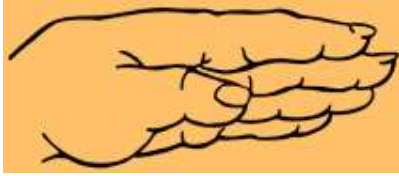
19 September 2019

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, but information was not always written down or up to date.

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 or their families were asked if they agreed with decisions about their care.



Staff helped people to visit healthcare services like the doctors or dentist.

3. Is the service caring?



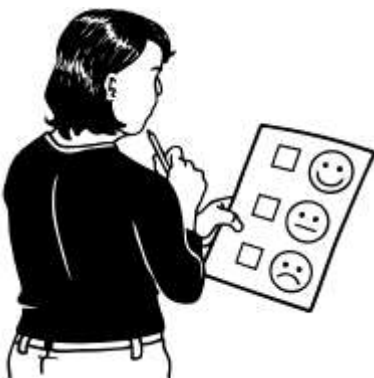
For the question, 'Is the service caring?', we think the service is **good**



Staff gave people privacy.



Staff helped people make choices about their day.



Staff knew what people liked.

4. Is the service responsive?



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

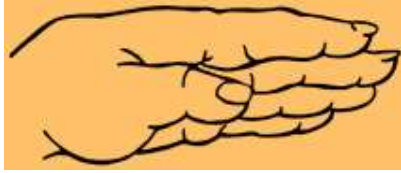


People did activities they enjoyed. Staff were planning more activities.



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 **requires improvement**



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



Staff were supported to learn and received training.



There needed to be more checks about the quality of the service.

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**