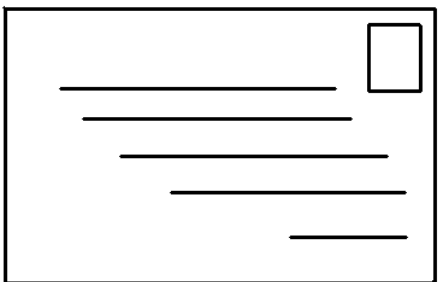



What we think about Emscote House

Easy read report

	<p>Address:</p> <p>Emscote Drive, Wylde Green, Sutton Coldfield B73 5NE</p>
	<p>Date the inspection was done:</p> <p>11 April 2019</p>



Emscote House provides short stay care and accommodation for up to 8 people with a physical disability.



About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by Emscote House is safe, caring, meets people's needs gives good results and is managed well.



Here is what we found.

The five questions we ask about services and what we found



Is the service safe?



The service was safe.

There were enough staff to meet people's needs.



People were helped to take risks safely.



Staff were trained in preventing abuse and keeping people safe.



Does the service give good results?



The service gave good results.

People were involved in planning their care and support.

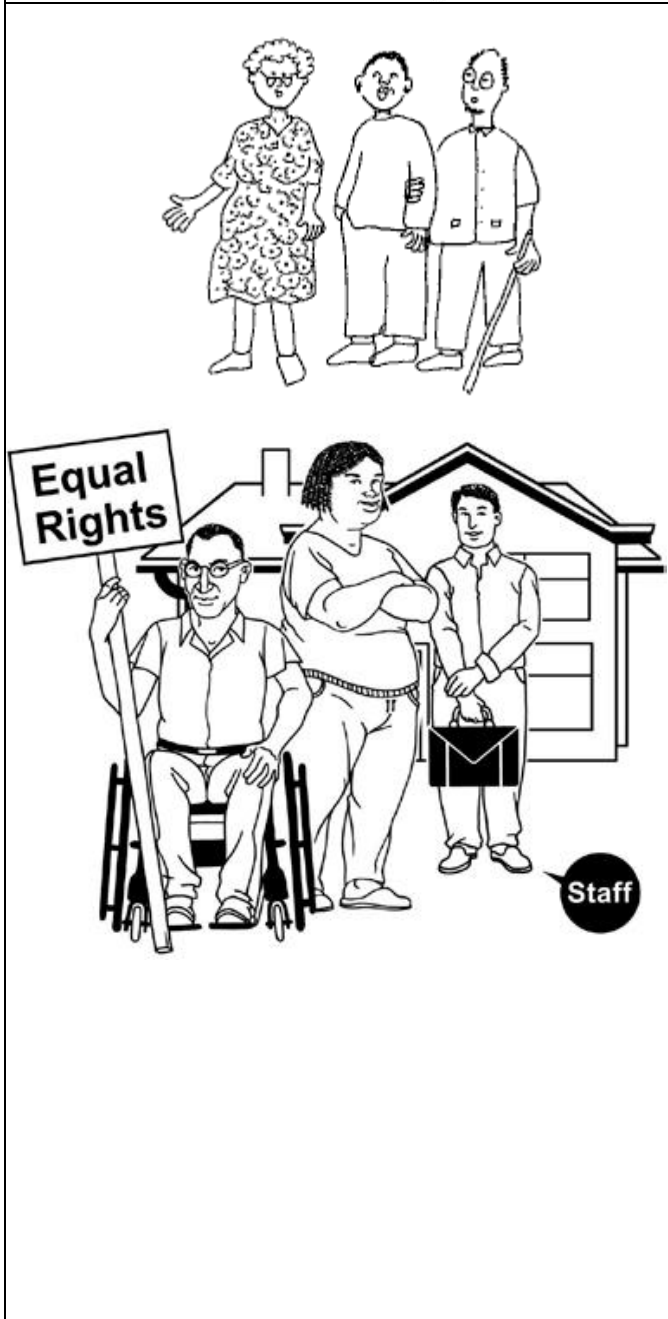
Staff understood people's needs and listened to people.



People were helped to choose which food they would like to eat and information about food that would help them stay healthy.



Is the service caring?



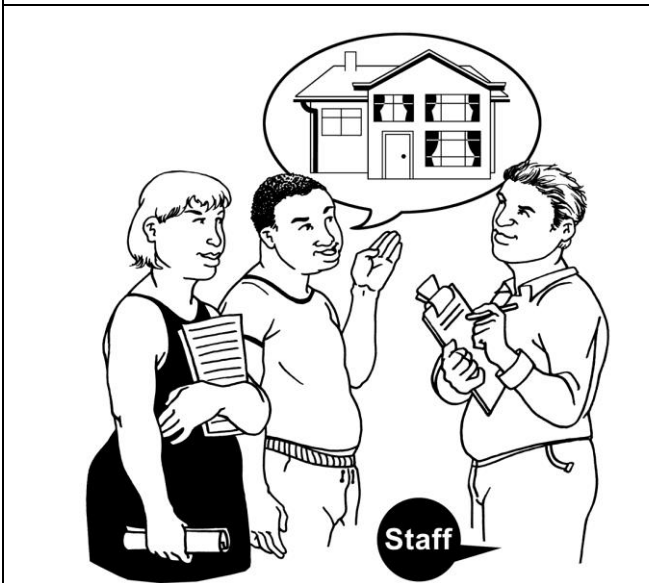
The service was caring.

Staff were caring and gave people help when they needed it.

Staff treated people with respect.



People were relaxed and comfortable living in the home.



Does the service meet people's needs?

The service met people's needs.



People had care plans that staff understood and followed.



People enjoyed activities and going out with staff.



Is the service managed well?



The service was well managed.

Staff knew how to care for and help people.



The manager made sure there were enough staff to meet people's needs.



People knew how to complain if they were not happy.

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