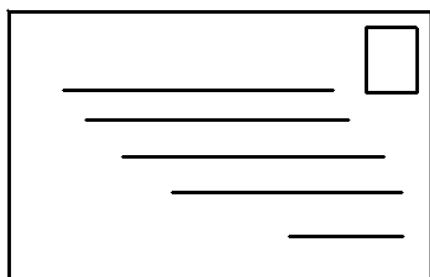


# What we think about Burgh Heath Care Centre

## Easy read report



### **Address:**

Burgh Heath Care Centre

472 Reigate Road

Epsom

Surrey

KT18 5XA

### **Phone:**

01737 903292

# 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



Burgh Heath Care Centre is a care home. When we visited, six people lived there.

**We checked this service on:**

19 November 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 give people their medicine safely.

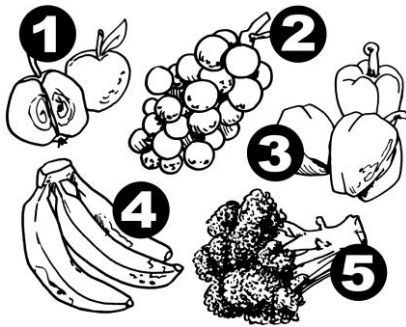


There were enough staff to keep people safe.

## 2. Is the service effective?



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



People were supported to have a healthy diet that met their needs and likes.



Staff helped people to book and go to health appointments when needed.



Staff had the right training to carry out their roles.

### 3. Is the service caring?



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



Staff gave people enough privacy and respected their dignity.



People were supported to choose how they wanted to spend their days.





People said that staff were kind and caring.

## 4. Is the service responsive?



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



People were supported to do lots of activities and lead an active life.



People's care plans clearly explained how they like to be supported.

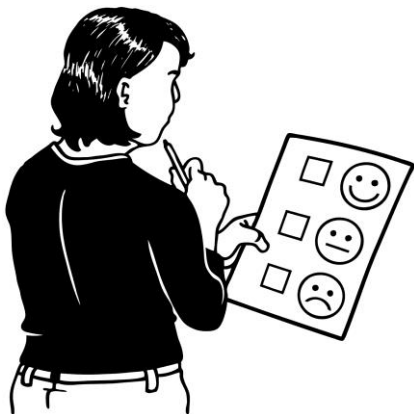


Meetings were held with people who used the service to talk about any concerns they might have.

## 5. Is the service well-led?



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



People were supported to express their views on the service.



The service worked with a local charity to host social events for people using services.



Staff had regular meetings to make suggestions and learn from incidents.

## 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](mailto:enquiries@cqc.org.uk)**