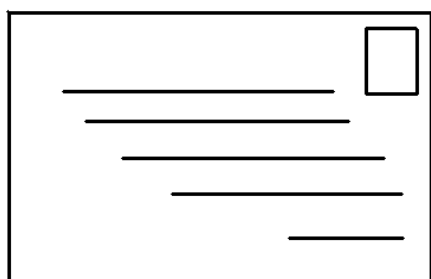


What we think about Ashfield House

Easy read report



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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:

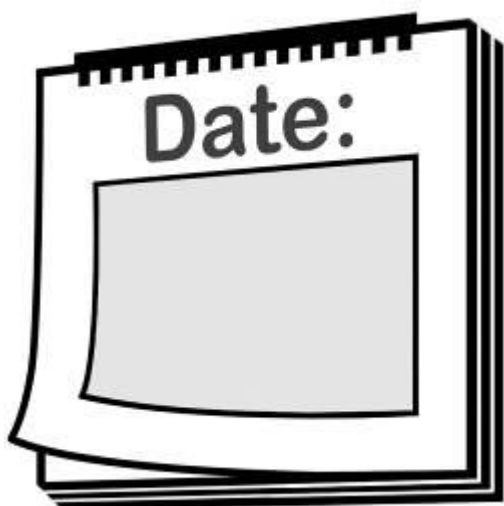
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Ashfield House is a care home for people who may have a learning disability.

When we visited, eight residents were living in the home.



We checked this service on:

06 and 07 November 2019

What we think about this service



Across all the areas we checked, we think this service **requires improvement.**

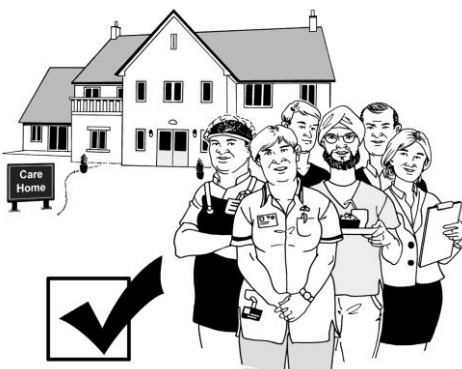
1. Is the service safe?



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



Staff knew how to keep people safe from harm.



There were enough staff to keep people safe.



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 were asked if they agreed with decisions about their care.



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

3. Is the service caring?



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

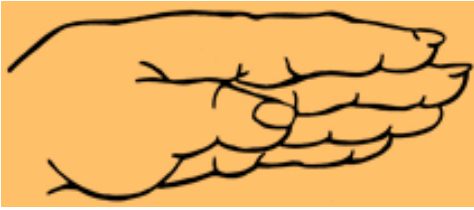


Staff gave people enough privacy.



People were able to choose 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 **requires improvement**



Sometimes people were not able to choose what activities they wanted to do.



People were always 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**



Some staff felt better leadership was needed when the manager was not there.



Staff were supported to learn and receive training.

What happens next?



The service requires improvements. We will go back to check this again 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**

