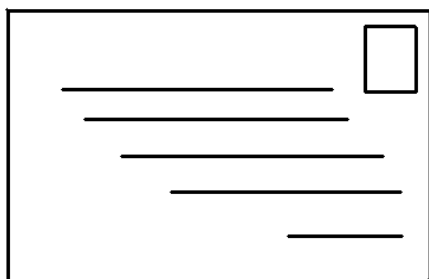


What we think about

Dunsland

Easy read report

**Address:**

Dunsland

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Mundesley

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Phone:

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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).

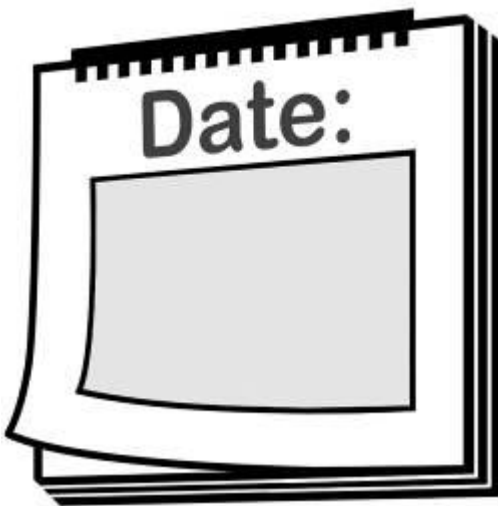
We then give the service ratings (or scores) of:

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

About this service



Dunsland is a care home. When we visited, 10 people with learning disabilities were living there.



We checked this service on:

17 February 2020.

What we think about this service



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

1. Is the service safe?



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

Sometimes staff did not know how to keep people safe from harm.

Sometimes staff did not know how to keep the service clean.

Sometimes staff did not know how to give people their medicine safely.

2. Is the service effective?



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

We saw that sometimes people were not asked if they agreed with decisions about their care.

Sometimes staff did not talk to healthcare professionals 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 **inadequate**



Sometimes staff did not give people enough privacy.



Sometimes people were not 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 is **inadequate**

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 is **inadequate**

Staff did not always have effective meetings to talk about how things at the service could improve.

Staff are not supported to learn and receive training.

What happens next?



We are taking more action against this service to keep people who use it safe.

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**