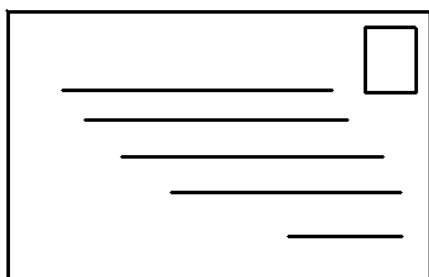


What we think about

Dunsland

Easy read report

**Address:**

Dunsland

23-25 Paston Road

Mundesley

Norfolk

NR11 8BN

Phone:

01263 720618

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, 11 people with learning disabilities were living there, and one person was in hospital.



We checked this service on:

17 October 2019

What we think about this service



Across safe and well-led, we think this service is **inadequate**. This was a focussed inspection visit.

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 well-led?

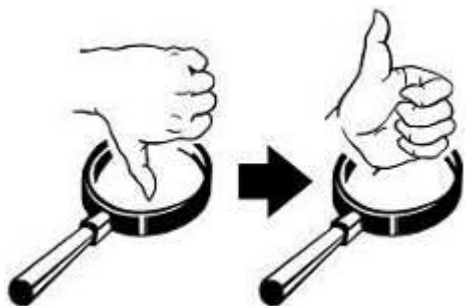


For the question, 'Is the service well-led?', we think the service is **inadequate**

Staff did not 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 have asked this service to tell us how and when they will make things better. We will check they have done this.

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