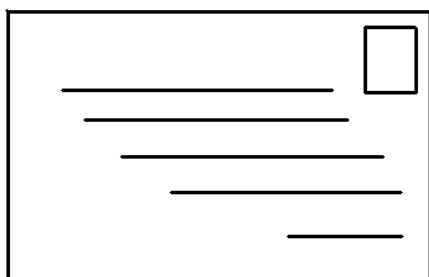


What we think about Rowan Court

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



Rowan Court House is a care home. When we visited 15 people with learning disability, physical disability or sensory impairment were living there.



We checked this service on:

13 & 14 January 2020

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 **requires improvement**



Risks to people were not always managed safely. Enough action was not taken to reduce risks.



Staff knew how to keep the service clean.



Staff knew how to give people their medicines safely.



People's care plans had risk assessments to help keep people safe.

2. Is the service effective?



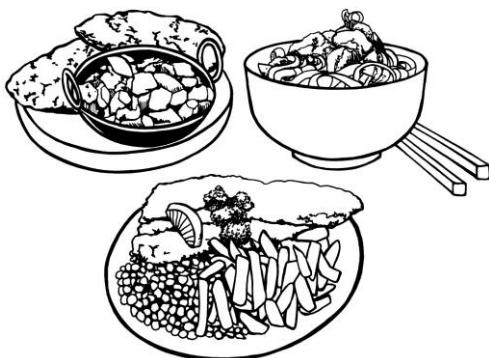
For the question, 'Is the service effective?', we think the service is **good**



People were asked about their care and staff helped them make decisions.



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



Staff knew people's food and drink needs. We saw staff helping people to eat and drink.



There were lots of staff to help people. A relative told us, “There are enough staff around, someone is always available to help and answer any questions.”



People could choose to have their rooms decorated how they liked.

3. Is the service caring?



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



Staff gave people enough privacy.



Staff helped people to make daily decisions and gave people choices.



People were able to choose where to go if they wanted to be on their own.

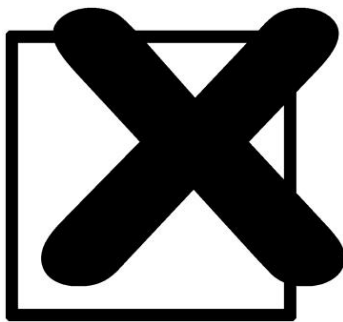


Relatives told us staff were kind. One relative said, “The carers are wonderful.”



The service had links with advocacy services. Advocacy is a way of helping people say their views and concerns.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service **requires improvement**

The service did not always improve their quality quickly.

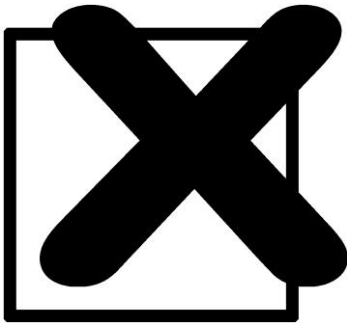
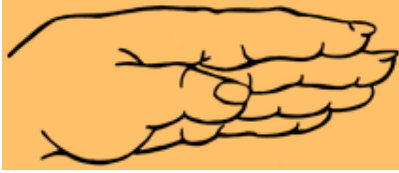
People were able to choose what activities they wanted to do.

People were helped to keep in touch with their families.



Relatives knew how to make a complaint. One relative told us, “I am comfortable with raising issues.”

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service **requires improvement**

We found the service needed to improve their record keeping and audits. The manager told us they would look at how things could be made better.

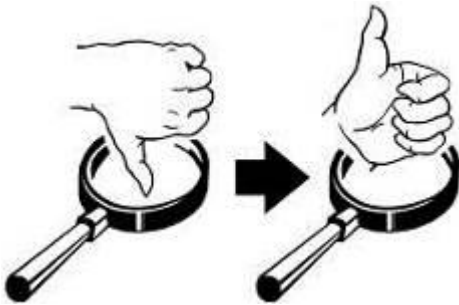
The staff gave people care that was individual to the person.

Staff worked together to help and care for the people who lived in the service.



Staff had meetings and people had meetings to look at how things could be better.

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.

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**