

# What we think about Tarry Hill



## Easy read report summary

Please print each page on one side of paper



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This service is a care home for people with learning disabilities and autistic people. 26 people can live here.

## About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

## What we think about this service



We checked this service on 27 and 28 August 2020.



We think this service requires improvement (meaning it needs to get better).

# 1. Is the service safe?



For the question, 'Is the service safe?', we think this service requires improvement (meaning it needs to get better).

Risks to people's safety weren't always assessed.

Medicines weren't always managed safely.

## 2. Is the service effective?

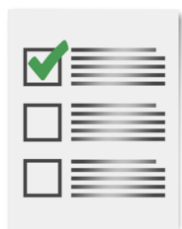


For the question, 'Is the service effective?', which means does it do its job well, we think this service requires improvement (meaning it needs to get better).

People were not always supported to do the things that made them happy.

Staff did not always have the right training to know how to support people.

### 3. Is the service well-led?



For the question, 'Is the service well-led?', which means do managers run the service well, we think this service requires improvement (meaning it needs to get better).

The people in charge did not always make sure people's records were up to date.

The manager did not always listen to people and staff.

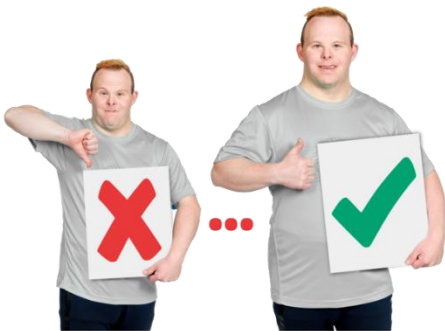
The manager had started to improve things. There were more things that needed to improve.



The service did not always seek support from other organisations to make things better



## What happens next?



We have asked this service to make changes and to tell us when they will do this.



We will go back to check this service in the next 12 months.

# How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

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

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.