



What we think about

**HF Trust – Pound Lane - (Dove 1, 2 & 3),
Pear Tree Cottage and Domiciliary Care Agency**

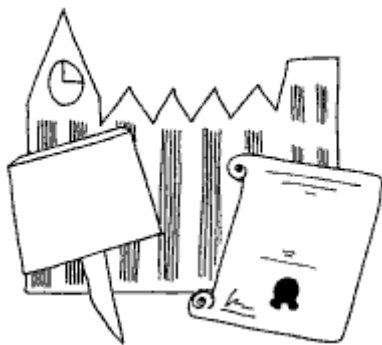
Easy read report

HF Trust Limited	
HF Trust – Pound Lane - (Dove 1, 2 & 3), Pear Tree Cottage and Domiciliary Care Agency	
Region:	East
Location address:	Bradbury Resource Centre, Pound Lane, Ugley, Bishop's Stortford, Hertfordshire CM22 6HP
Type of service:	Care home service without nursing Domiciliary care service
Date the review was completed:	November 2011
Overview of the service:	Dove Cottages 1, 2 and 3 and Pear Tree Cottage are part of Home Farm Trust at Pound Lane. The four residential homes provide care and support for 26 people with learning disabilities and autism. People are also supported by the Agency to live in their own home.

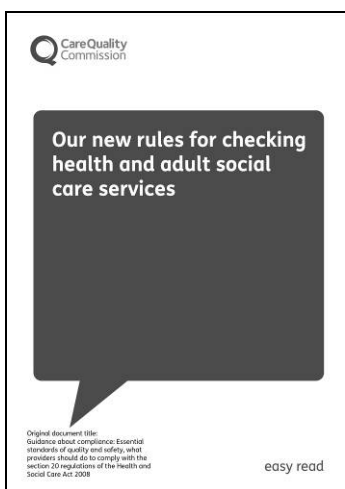
If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61** or Email: **enquiries@cqc.org.uk**

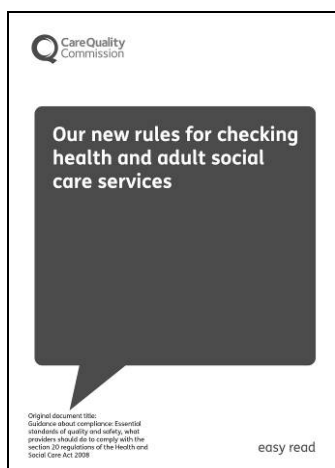
Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



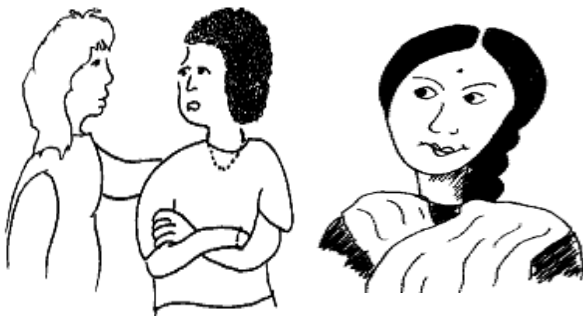
We register services that meet the standards.

We check services keep doing things right so people feel safe.

How we checked if HF Trust – Pound Lane - (Dove 1, 2 & 3), Pear Tree Cottage and Domiciliary Care Agency was doing things right.



We asked people and their supporters for their views.



We watched to see how staff treated people.



We asked staff for their views.



We read some records.



We thought about what we learnt.

We decided what HF Trust – Pound Lane - (Dove 1, 2 & 3), Pear Tree Cottage and Domiciliary Care Agency was doing right and what it was not doing well.

What we found out about HF Trust – Pound Lane - (Dove 1, 2 & 3), Pear Tree Cottage and Domiciliary Care Agency



What they were doing right

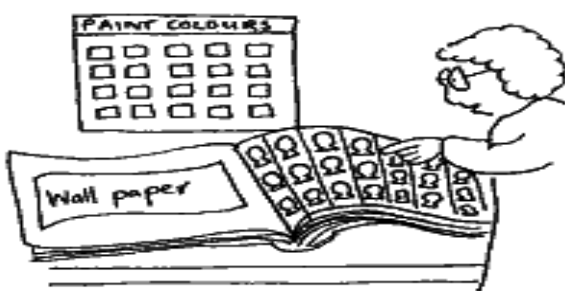


People told us that they do a range of activities at the resource centre, at college and in the community.

Staff help people to do things the way they want to do them.



People can make choices about what they want to do and when they want to do it. One person said "It's my life"



Staff are good at helping people choose what they want like the colour of their bedroom.



The home helps people keep in touch with their family and friends and professionals when needed.



People in the home help write their own care plans. The care plans have pictures and symbols so they are easier to read.

The staff meet with people often to check that their care plans are still ok.



The care plans are person centred and show that people's lifestyle, culture and end of life wishes are listened to.



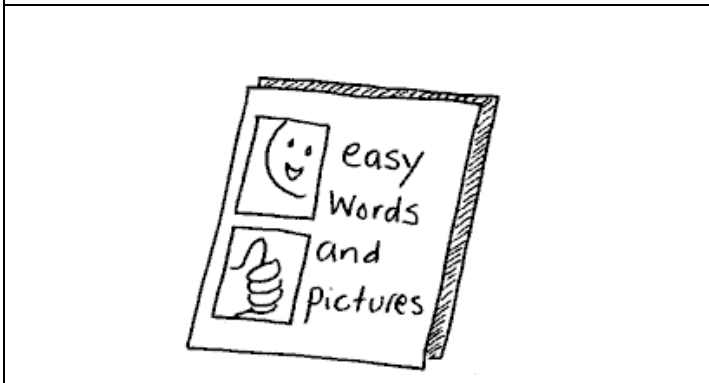
Staff talked with people in a nice and friendly way. People were relaxed and comfortable in their home.



Staff were good at keeping people safe and knew what to do to help people if they were worried.



The home has meetings so that people can talk about what's happening in the home.



The notes of meetings are easy to read.



The home is good at making sure staff get training so that they can help people in the right way.



The manager has meetings with staff in a group and on their own to talk about how they do their job.

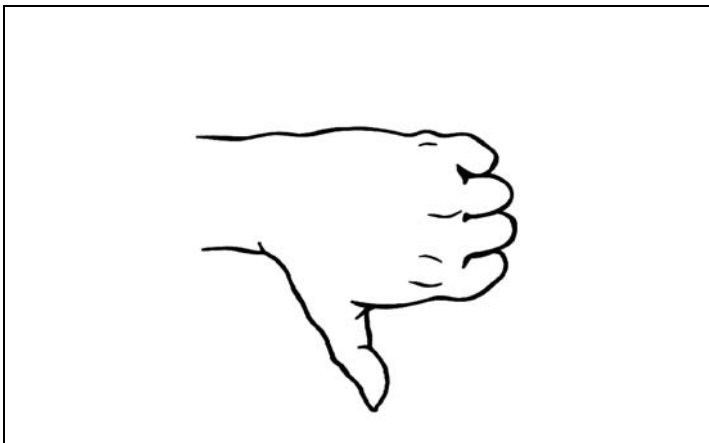
This is called staff supervision. This makes sure staff are doing things right.



People living in their own homes in the community were happy with the support from the staff to help them live independently



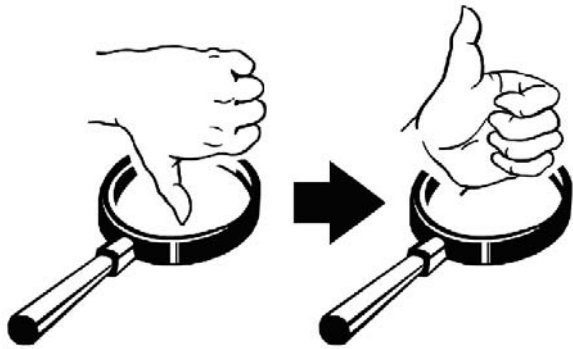
People are happy living at Dove Cottage 1, 2 and 3 and Pear Tree Cottage and in their own homes in the community.



**What they were
was not doing well**



The people running the home are not asking people who live there, family and friends and supporters their ideas and views as much as they should.



What they need to do to make things better



They must ask people what they think of the home so that they can plan to make changes. This is called Quality Assurance.

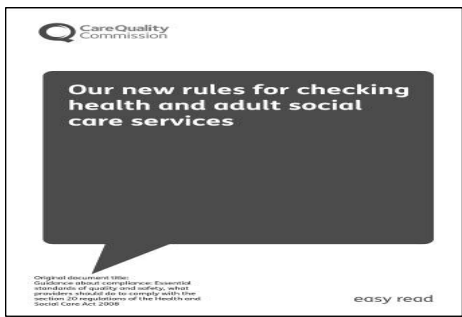
What some words and pictures mean

Staff



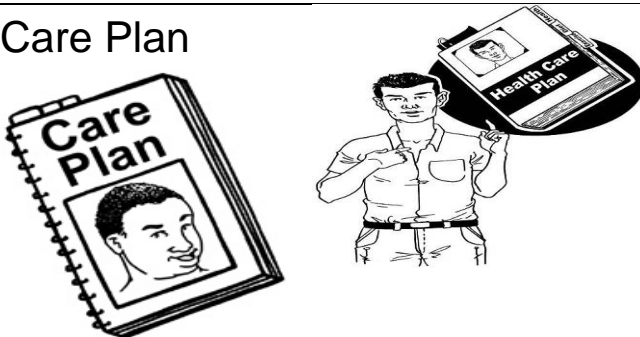
People who work at the service and help people who use it.

Essential standards



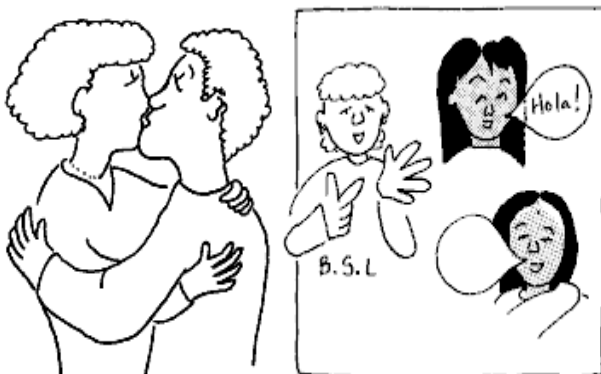
The most important rules about how a service should keep people safe and meet their needs.

Care Plan



People should have a written plan about their life and some people have a plan about how they will stay healthy.

Lifestyle and culture



Life style and culture is about your background, if you are black or white or Chinese, born in a different country, if you are gay or lesbian or not, if you are old or young, man or a woman.

End of life wishes means when you die.