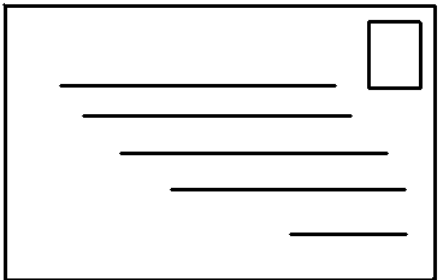
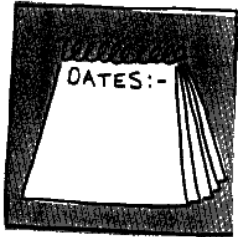



What we think about

Michael House

Easy read report

	<p>Address:</p> <p>Macallum Road Enham Alamein Andover</p>
	<p>Date the inspection was done:</p> <p>February 2013</p>
	<p>Michael House is a care home that does not provide nursing care for people. The house has 18 flats where up to 23 people can live. Although everybody has their own flat there is a sitting room and a dining room that everybody can use.</p>



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**

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.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



How we checked Michael House



We asked people and their supporters for their views.



We asked staff and managers for their views.



We looked at policies, records and care plans.



We watched to see how staff treated people using the service.



We thought about what we learnt.

We decided what Michael House was doing right and what it was not doing well.

What we found out about Michael House



What they were doing right at Michael House



Before a person moves into Michael house their needs are checked.



The person and people important to them are asked what they think.



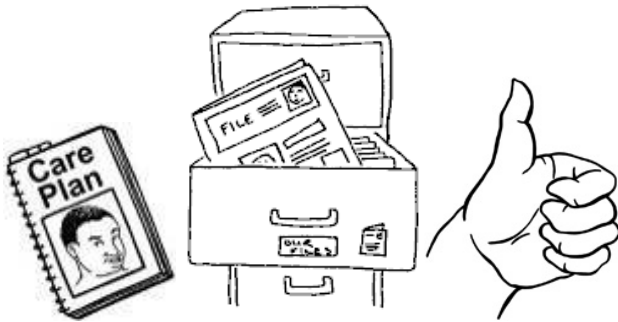
Michael House gives people information about what it is like to live there in a way they understand.



Staff listen to what people say about the care they get.



People got the help they needed to learn how to be independent and care for themselves.



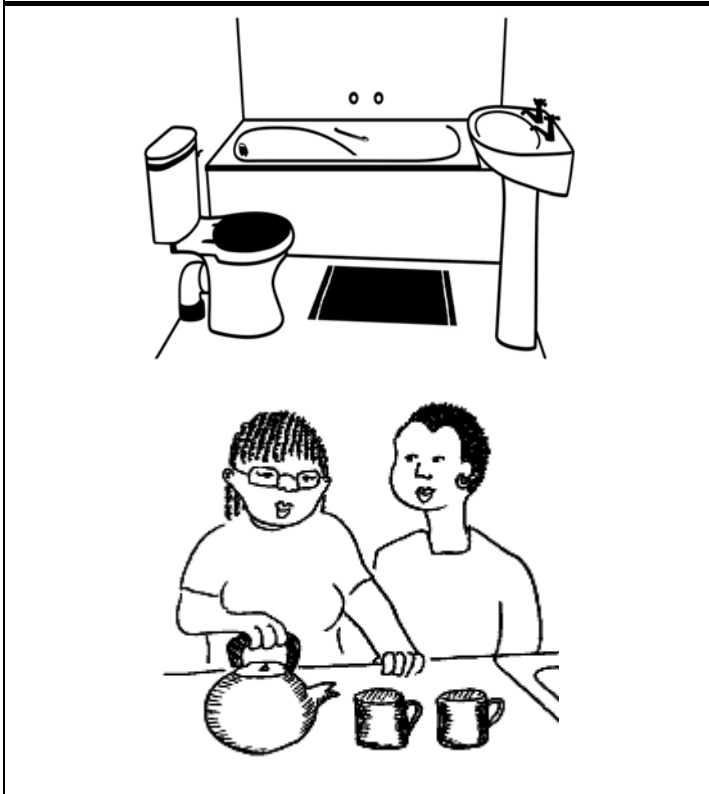
People's care plans and other records were up to date.



People got the right care and support in a safe way.



Staff get training to make sure they meet peoples needs in the best way.



All parts of the house were kept clean



What will happen next



Michael House is meeting the government standards about quality and safety. We will go back to check this again in the future.