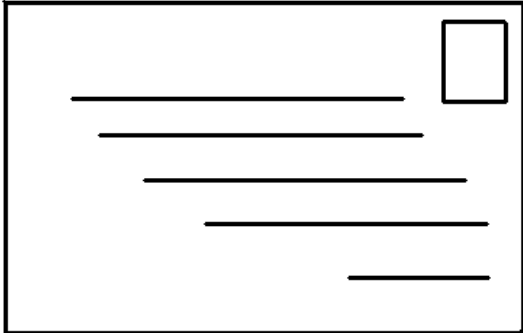
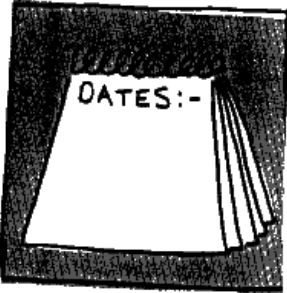



What we think about

Acorn Residential Home

Easy read report

	<p>Address: Acorn Residential Home, 47 Mitcham Park, Mitcham, CR4 4EP</p> <p>Telephone: 02086486612</p>
	<p>Date of inspection: 31 January 2013</p>
	<p>Acorn Residential Home offers housing and support to 8 people with learning disabilities.</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 Acorn Residential Home



We visited Acorn Residential Home on 31 January 2013.



We looked at the records of people who use the service.



We watched to see how people were being cared for.



We talked with people who use the service.



We talked with staff.



We thought about what we learnt.

We decided what Acorn Residential Home was doing right and what it was not doing well.

What we found out about Acorn Residential Home

Residential Home



What they were doing right at Acorn Residential Home



People were involved in choices about their care and the way the service was run.



People's privacy and dignity was respected.



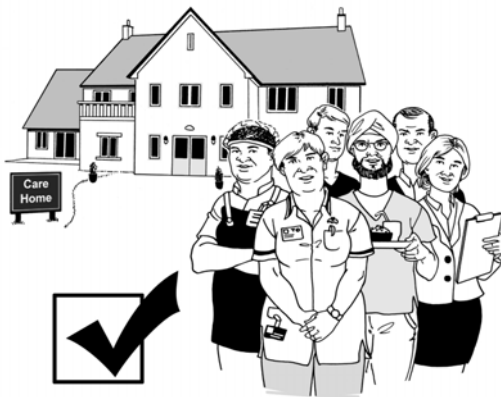
People were supported to do as much for themselves as possible and to join in the community.



People got care, treatment and support that met their needs and looked after their rights.



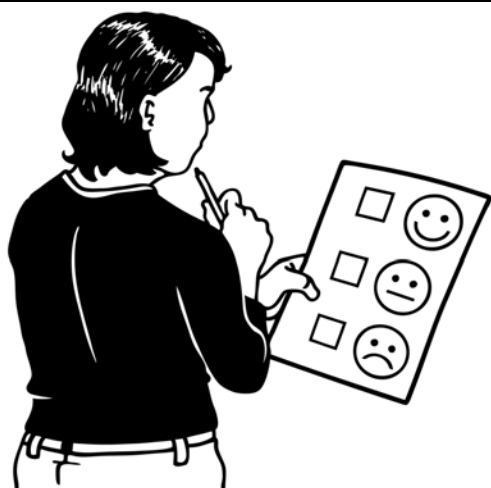
The managers at Acorn Residential Home had taken steps to keep people safe and stop abuse from happening.



There were enough skilled and experienced staff to meet people's needs.



Acorn Residential Home had a good system in place to check how good the service was.



People who use the service and staff were asked for their views about the care and treatment at the home.



What will happen next



Acorn Residential Home was meeting the standards of quality and safety which we checked.

We will go back to check this in the future.