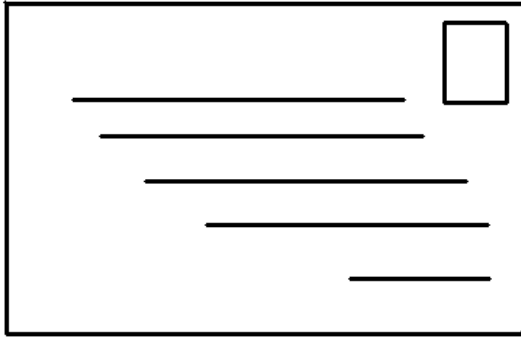


What we think about

Longton Court Easy read report

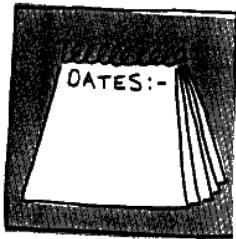


Address:

8 Longton Grove Road, Weston-super-Mare, BS23 1LT

Telephone:

01934708771



Date of inspection:

11 February 2013



Longton Court offers housing for up to 4 adults with learning disabilities, autism spectrum disorder or other mental health conditions.



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 Longton Court



We visited Longton Court on 11 February 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 Longton Court was doing right and what it was not doing well.

What we found out about Longton Court



What they were doing right at Longton Court



Before getting any care or treatment people were asked if they agreed to it first.

When people were not able to say if they agreed or not, staff followed the law.



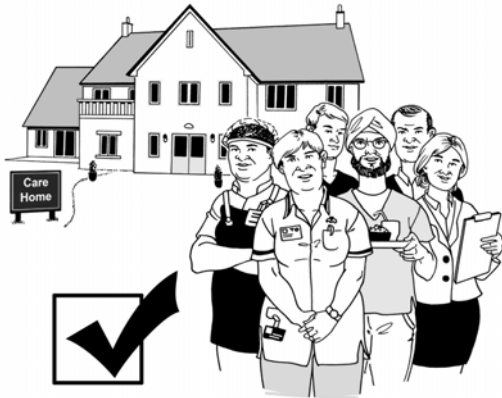
Staff changed the way they spoke to people and the care they offered to meet the person's needs.



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



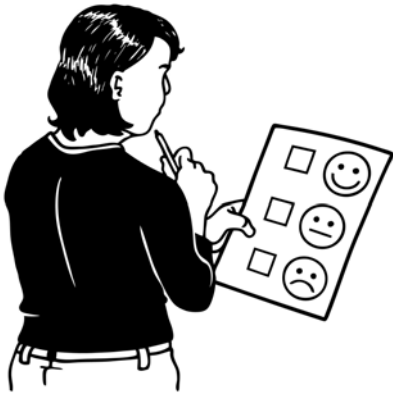
Longton Court had taken steps to keep people safe and stop abuse from happening.



There was enough skilled and experienced staff.



There was a good complaints service which was used to make the service better.



There was a good system in place to check how good the service was and manage risks for the people who use the service and others.



What will happen next



Longton Court was meeting the standards of quality and safety which we checked. We will go back to check this in the future.