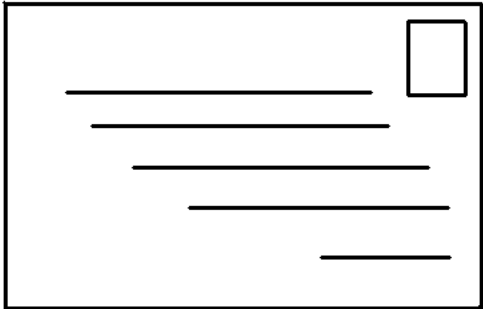




What we think about

36 Hurstville Drive Easy read report

	<p>Address: 36 Hurstville Drive, Waterloooville, PO7 7ND</p>
	<p>Date of inspection: 19 February 2013</p>
	<p>36 Hurstville Drive offers housing and personal care for people with a range of complex needs to do with their learning disability including autism, epilepsy, physical disabilities and communication needs.</p>



Everyone with **autism** is different but many find it difficult to tell people what they need and how they feel.



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 36 Hurstville Drive



We visited 36 Hurstville Drive on 19 February 2013.



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



We talked with staff.



We talked with carers, family members and other people who have an interest in the service.



We thought about what we learnt.

We decided what 36 Hurstville Drive was doing right and what it was not doing well.

What we found out about 36 Hurstville Drive



What they were doing right at 36 Hurstville Drive



People's privacy and dignity were respected.



People were involved in decisions about their care and able to have their say.



We saw that people staying in the home were fully involved in making choices about the weekly menu.



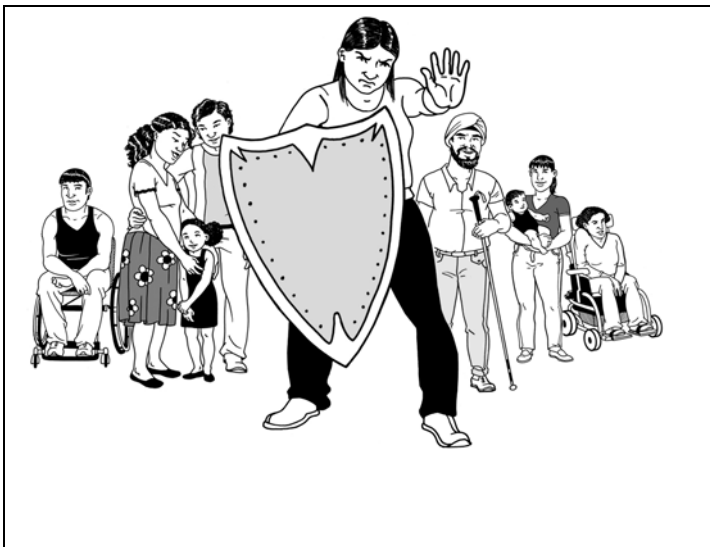
People's care plans had lots of information about their needs.



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



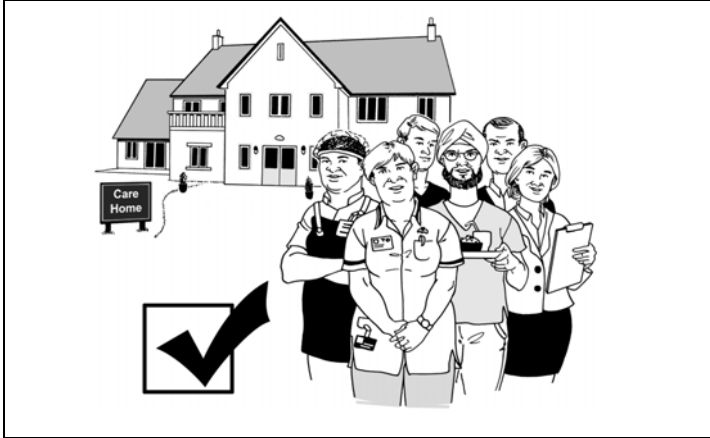
People were able to see other experts, such as doctors, to meet their needs.



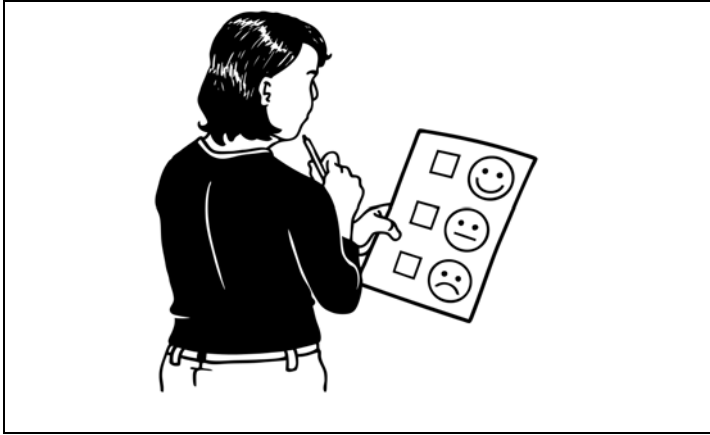
The managers at 36 Hurstville Drive had taken steps to keep people safe and stop abuse from happening.



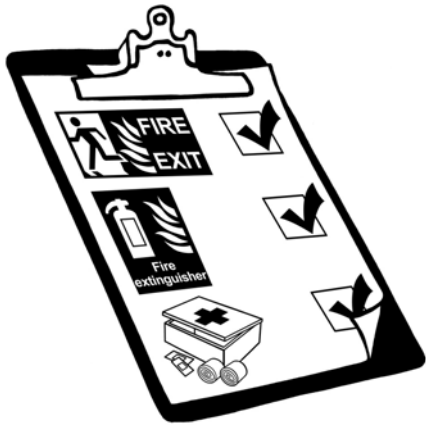
Staff got training about how to keep people safe from abuse.



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



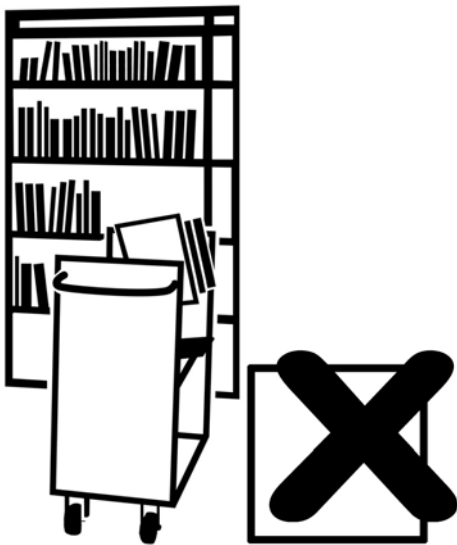
There was a good system in place to check how good the service that people got was.



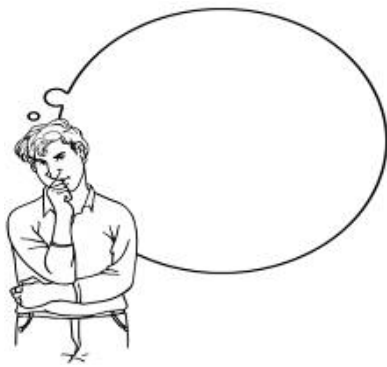
Equipment checks were up to date, as were records of staff fire training, and records of monthly fire drills.



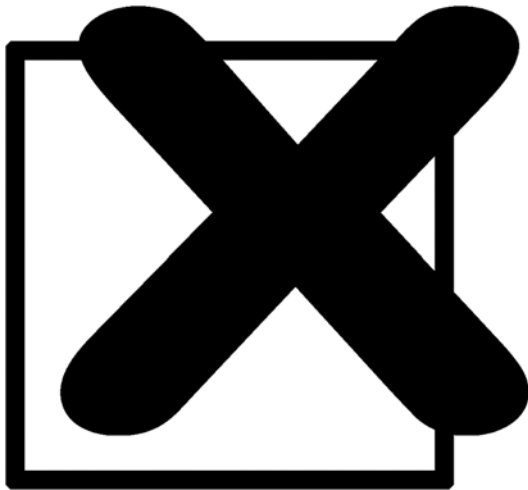
What was poor at 36 Hurstville Drive



Accident records, notes from meetings and the complaints log had not been looked after in the right way.



What will happen next



36 Hurstville Drive was not meeting all of the standards of quality and safety which we checked.

We have asked them to write a report telling us how they will make the service better. We will check they do this.