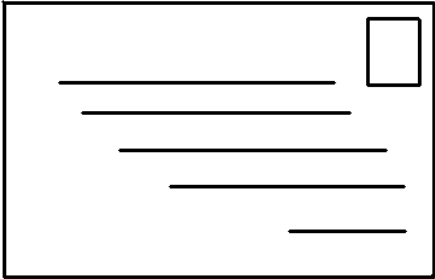
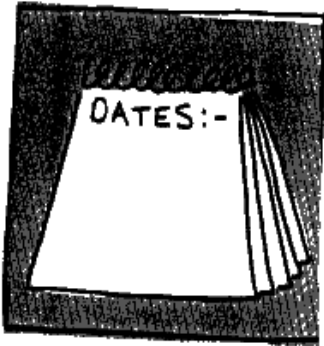
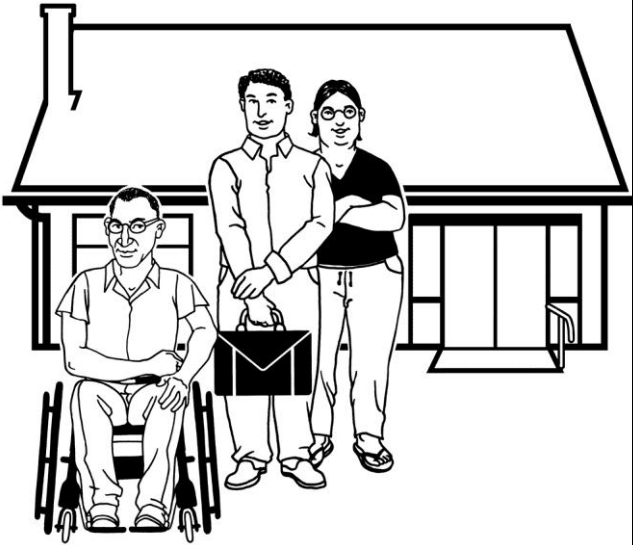


# What we think about Westview Easy read report

	<p><b>Address:</b></p> <p><b>Westview</b></p> <p>2 Marten Road, Folkestone, Kent, CT20 2JR.</p>
	<p><b>Date the inspection was done:</b></p> <p>2 August 2013</p>



Westview provides support and care for up to 7 people with learning disability.



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](mailto: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 Westview



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 Westview was doing right and what it was not doing well.

# What we found out about Westview



## What they were doing right at Westview



Before a person moves into Westview their needs are checked.



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



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



Staff help people to make healthy living choices.



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



People had access to an **advocate**.

An **advocate** is someone who speaks up for you.



People got support to see the doctor and other people they need to see.



People were helped to take their medications.



People had Health Care Plans that said what care they needed.



People were usually able to choose what activities they would like to do.





Staff helped make people feel safe.



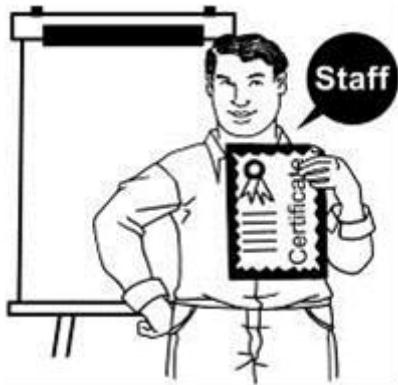
Westview uses other professionals to keep people safe when they need to.



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



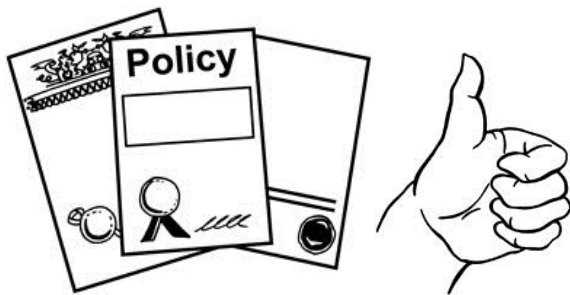
People know who to tell if they don't feel safe.



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



The manager made sure that staff could speak to them regularly so that staff knew the things that they did well if there were things that they could do better.



The owner often checked Westview to make sure care was good and people were safe.