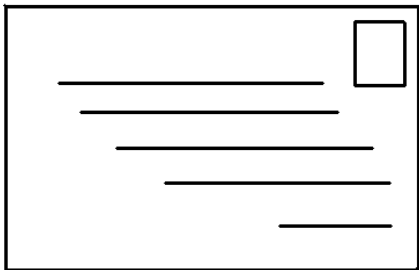




# What we think about

## Howard Goble House

### Easy read report

	<p><b>Address:</b></p> <p>Harland Avenue, Sidcup, DA15 7NU</p> <p><b>Phone: 02083083561</b></p>
	<p><b>Date the inspection was done:</b></p> <p>18 November 2013</p>
	<p>Howard Goble House is a care home which offers care and housing to up to 12 older people who have learning disabilities and other needs.</p>



If you would like this report in another format or language you can contact us at:

Phone: **03000 61 61 61**

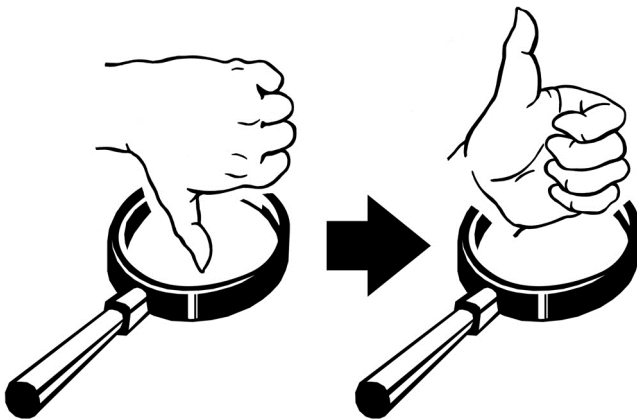
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)



## About the Care Quality Commission



We make sure health and social care services give people safe, kind and very good care.



We also want to help services get better.



We check services in England to make sure they meet the rules about how good a care service must be.



## How we checked Howard Goble House



We visited Howard Goble House  
on 18 November 2013.



We talked with people who use  
the service.



We asked carers and family of  
people who use the service what  
they thought.



We talked with staff.



We looked at people's care records and other information the Local Council sent to us.



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



We thought about what we learnt.

We decided what the people who run Howard Goble House were doing right and what they were not.

# What we found out about Howard Goble House



## What was good about Howard Goble House



Before getting care or treatment people were asked if they agreed to it first and their decisions were respected.



Staff followed the law when people living at Howard Goble Home could not make choices themselves.





Care was planned and given in a way that made sure people were safe and looked after well.



The home was kept clean to stop germs from spreading.

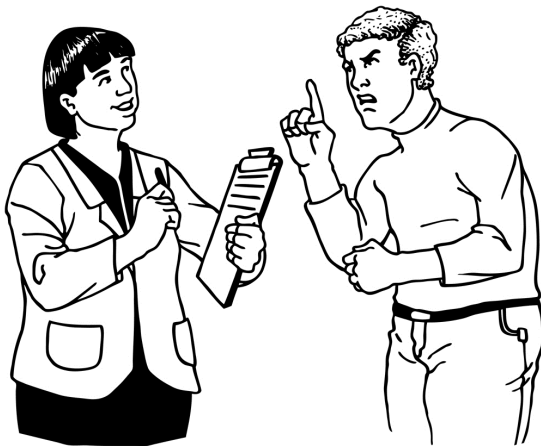
This was so people did not get ill.



People were looked after by the right staff who knew how to give care in the best way.



Staff got training and support to make sure they met people's needs in the best way.



There was a good complaints system.





## What happens next?



Howard Goble House was meeting all the rules which we checked.

We will go back to check this again in the future.