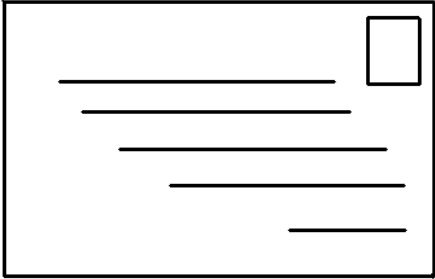
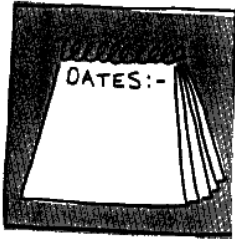



# What we think about 41 Birdwood Grove

## Easy read report

	<p><b>Address:</b></p> <p>41 Birdwood Grove</p> <p>Fareham</p> <p>Hampshire</p> <p>PO16 8AJ</p>
	<p><b>Date the inspection was done:</b></p> <p>27 March 2013</p>
	<p>Care home for up to 3 adults who have a learning or physical disability.</p>

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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 41 Birdwood Grove



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 41 Birdwood Grove was doing right and what it was not doing well.

# What we found out about 41 Birdwood Grove



## What they were doing right at 41 Birdwood Grove



Staff listen to what people say about the care they get.

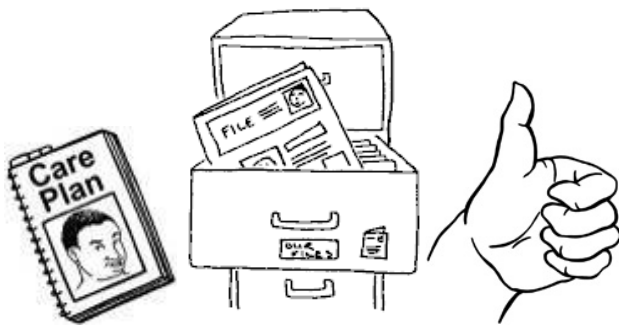


People got the help they needed to learn how to be independent and care for themselves.



People had access to an **advocate**.

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



People's care plans and other records were up to date.



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.

Activities took place regularly outside.

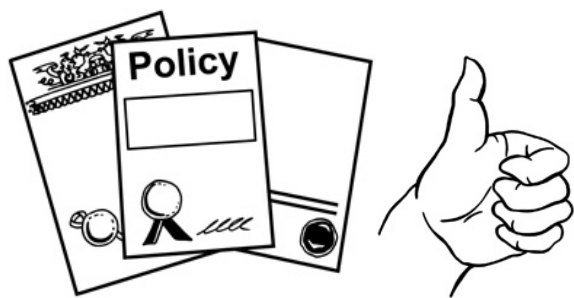


Staff helped make people feel safe.



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





The owner often checked 41 Birdgrove Grove to make sure care was good and people were safe.



## **What will happen next**



41 Bridwood Grove is meeting the government standards about quality and safety. We will go back to check this again in the future.