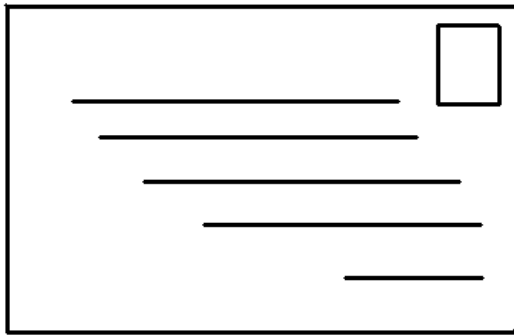


What we think about

Nutley Hall

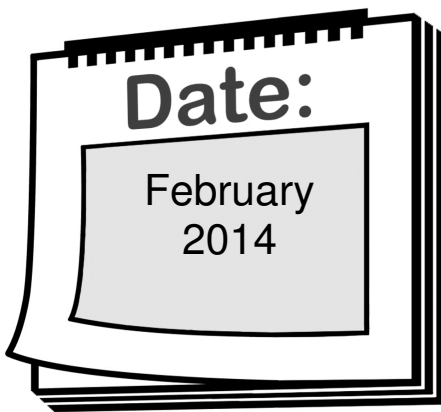
Easy read report



Address:

Nutley, Uckfield, TN22 3NJ

Phone: 01825712696



Date the inspection was done:

10 February 2014



Nutley Hall is a care home which offers care and housing to up to 33 people who have a learning disability.



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

Phone: **03000 61 61 61**

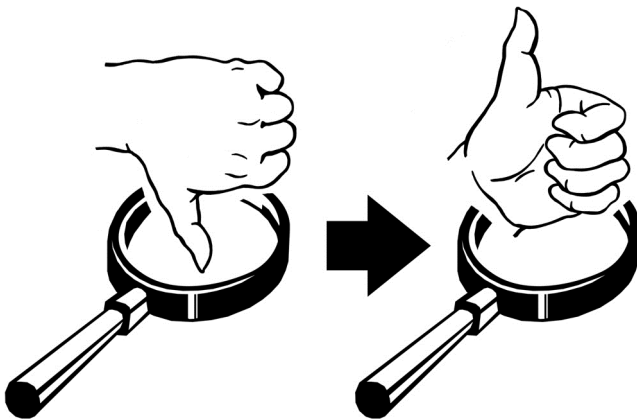
Email: enquiries@cqc.org.uk



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 Nutley Hall



We visited Nutley Hall on 10 February 2014.



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.



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



We thought about what we learnt.

We decided what the people who run Nutley Hall were doing right and what they were not.

What we found out about Nutley Hall



What was good about Nutley Hall



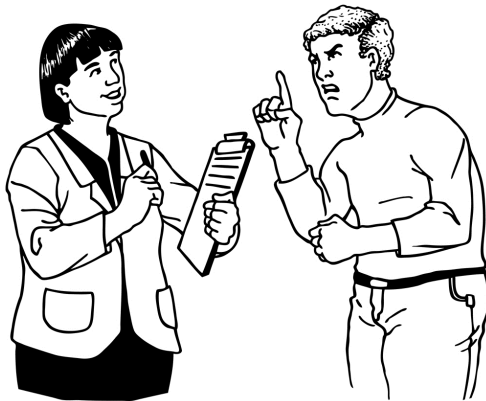
Care was planned and given in a way that made sure people were safe and looked after well.



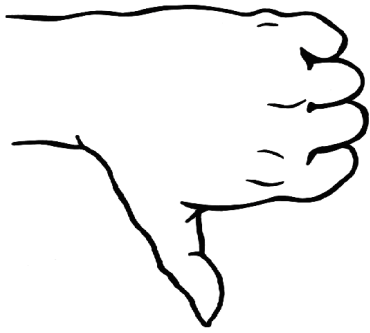
People were supported to do as much for themselves as they could.



People were kept safe from abuse, or harm, in Nutley Hall.



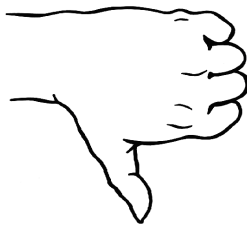
There was a good complaints system.



What was bad about Nutley Hall



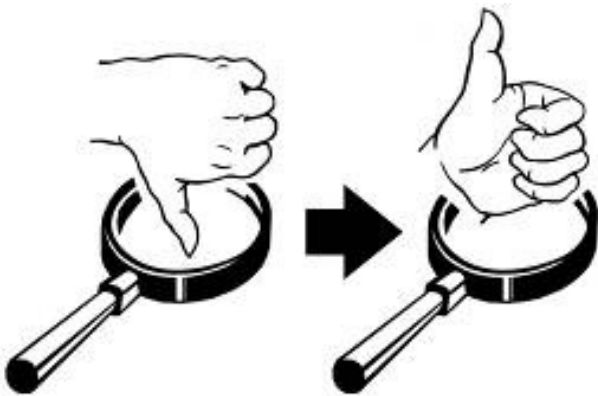
There was not a good system to manage medication and this meant people were not kept safe from getting the wrong treatment.



There was not enough information to show that Nutley Hall had the right number of staff that knew how to give care.



What happens next?



We have asked Nutley Hall to tell us how and when they will make things better.

We will check they do this.