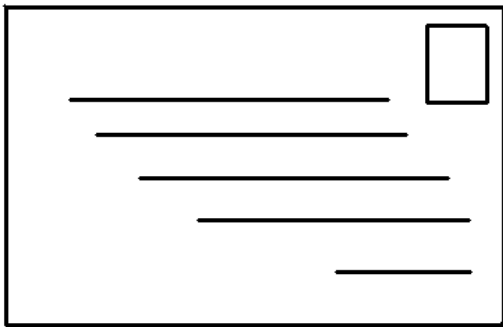


What we think about

Quantock House

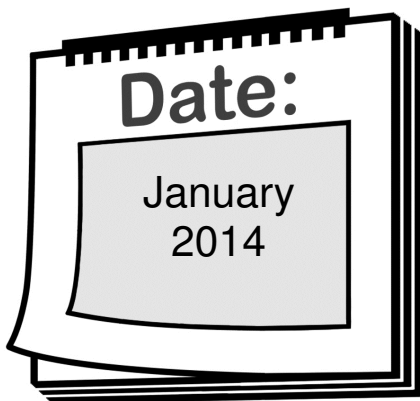
Easy read report



Address:

15 Quantock Road, Weston Super
Mare, BS23 4DN

Phone: 01934644971



Date the inspection was done:

15 January 2014



Quantock House is a care home
which offers care and housing to up
to 6 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**

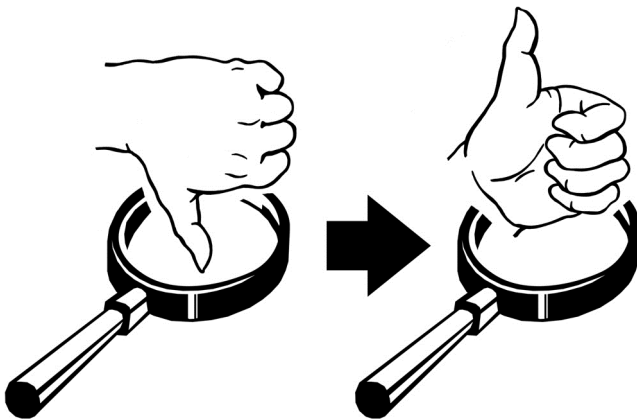
Email: enquiries@cqc.org.uk



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 Quantock House



We visited Quantock House on
15 January 2014.



We talked with people who use
the service.



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 Quantock House were doing right and what they were not.

What we found out about Quantock House



What was good about Quantock House



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



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



People's care plans were up to date and person-centred.



People were kept safe from abuse, or harm, in Quantock House.



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



There was a good system to look after people and keep them safe from danger.



What happens next?



Quantock House was meeting all the rules which we checked.

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