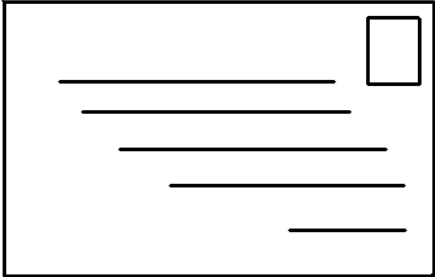




What we think about

Meadowside

Easy read report

	<p>Address:</p> <p>Liverpool Road, Walmer, Deal, CT14 7NW</p> <p>Phone:</p> <p>01304 363 445</p>
	<p>Date the inspection was done:</p> <p>12 September 2013</p>
	<p>Meadowside offers temporary care and support to people with a learning or body disability.</p>



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

Phone: **03000 61 61 61**

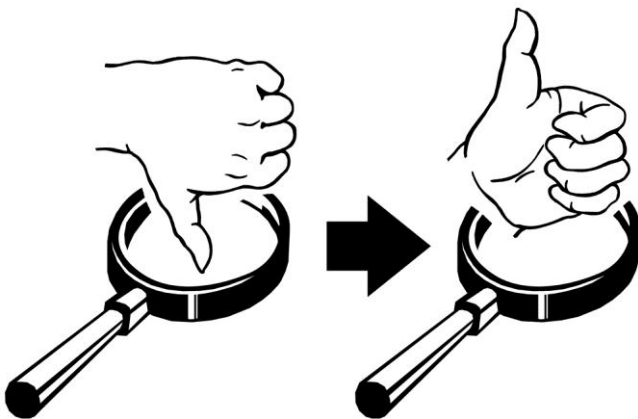
Email: enquiries@cqc.org.uk



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 Meadowside



We visited Meadowside on 12 September 2013.



We talked with people who use the service.



We talked with staff.



We checked the care plans of people who use the service.



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



We thought about what we learnt.

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

What we found out about Meadowside



What was good about Meadowside



People were respected and involved in choosing their own care.

People spoke to staff before getting care.



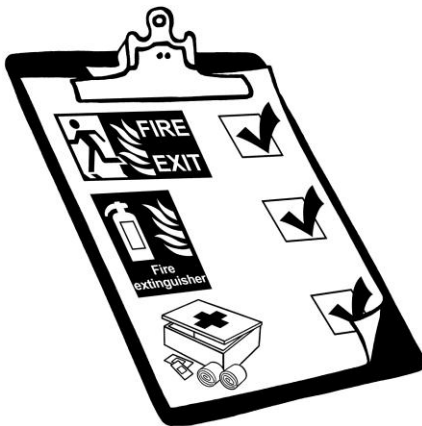
Staff followed the law when people living at Meadowside could not make choices themselves.



Meadowside gave people information about their care in a way they understood.



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



There were risk plans to keep people safe from harm and illness.



People were able to speak to an **advocate**.

An **advocate** is someone who speaks up for you when you cannot.



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



People could visit Meadowside before getting any care.



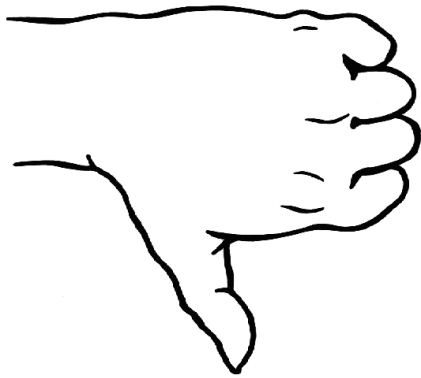
People were supported to do the activities they wanted.



Medication was managed in the right way.



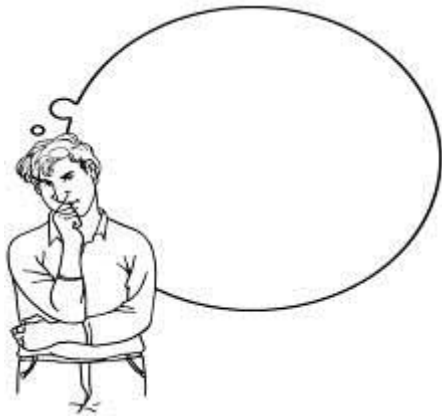
Staff got the right training and support to make sure they met people's needs in the best way.



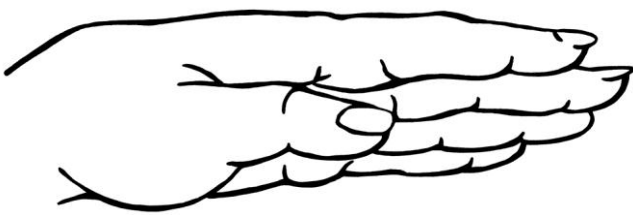
What was bad about Meadowside



Some of Meadowside's records were out of date and not correct.



What happens next?



Meadowside was not meeting all the rules which we checked.



We have asked Meadowside to tell us how and when they will make things better by 8 November 2013.

We will check they do this.