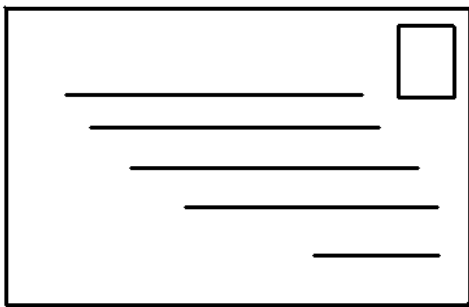


What we think about

Westlands

Easy read report



Address:

West Hill Road, Woking, GU22 7UL

Phone: 01483761067



Date the inspection was done:

29 November 2013



Westlands is a care home which offers care, housing and support to up to 7 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**

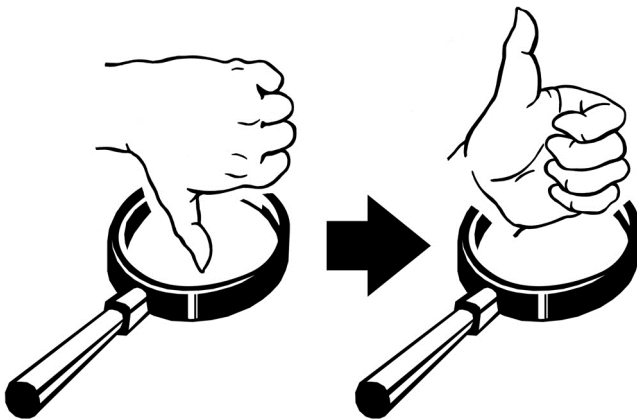
Email: enquiries@cqc.org.uk



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 Westlands



We visited Westlands on 29 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.



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



We thought about what we learnt.

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

What we found out about Westlands



What was good about Westlands



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



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

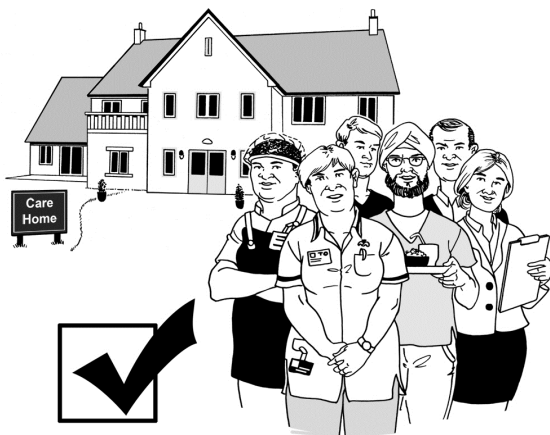
An **advocate** is someone who speaks up for you when you cannot.



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



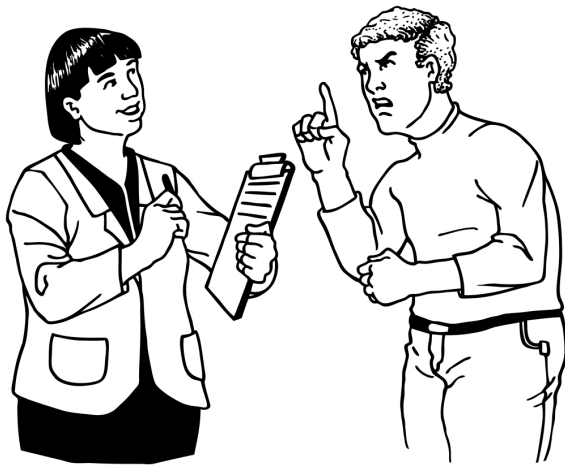
People were kept safe from abuse, or harm, in Westlands.



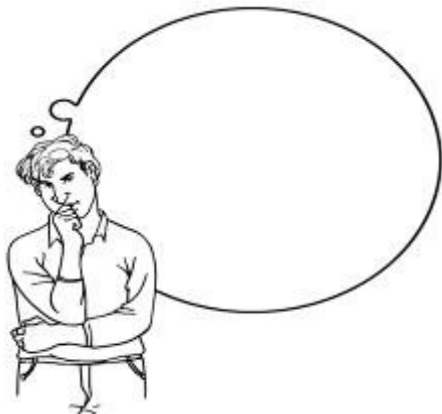
There were enough good staff at Westlands to meet people's needs.



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?



Westlands was meeting all the rules which we checked.

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