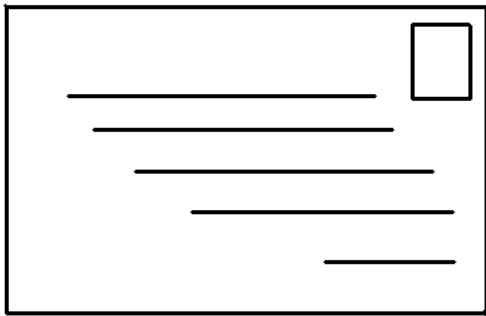


What we think about

Wood Close

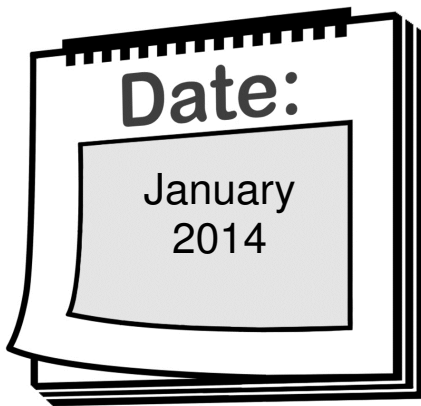
Easy read report



Address:

1 Wood Close, Horley, RH1 5EE

Phone: 01293826200



Date the inspection was done:

2 January 2014



Wood Close is a care home which offers care and housing to up to 6 people who have learning disabilities.



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

Phone: **03000 61 61 61**

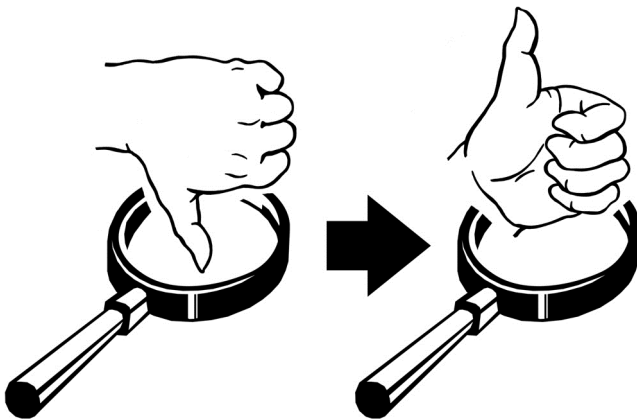
Email: enquiries@cqc.org.uk



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 Wood Close



We visited Wood Close on 2 January 2014.



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 Wood Close were doing right and what they were not.

What we found out about Wood Close



What was good about Wood Close



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



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



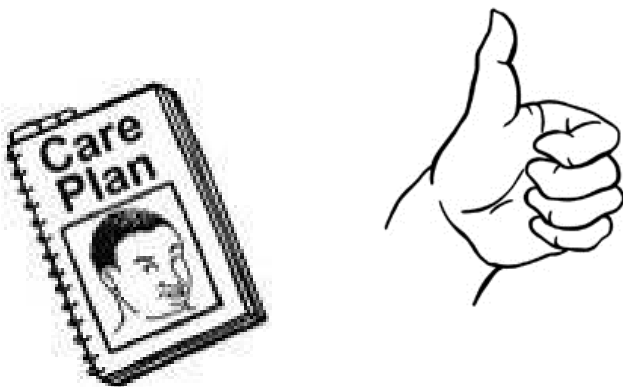


People were able to speak to an **advocate**.

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



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



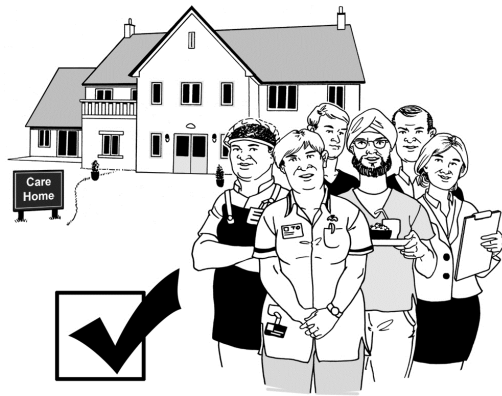
People's care plans and other records were up to date and person-centred.



People were supported to do the activities they wanted.

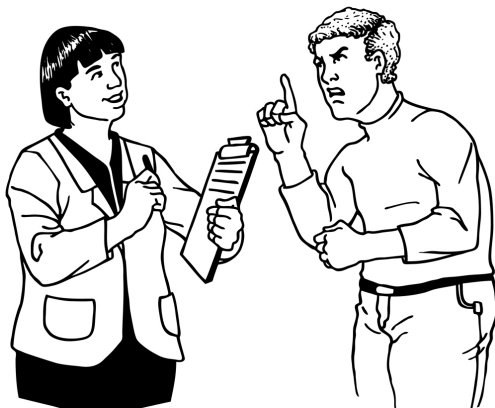


People were kept safe from abuse, or harm, in Wood Close.



There were enough staff at Wood Close

Staff got training to give care in best way.



There was a good complaints system.



What happens next?



Wood Close was meeting all the rules which we checked.

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