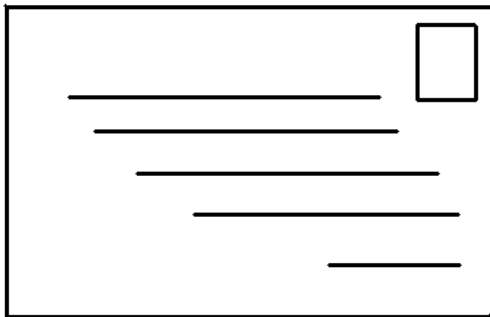


What we think about

Milton House

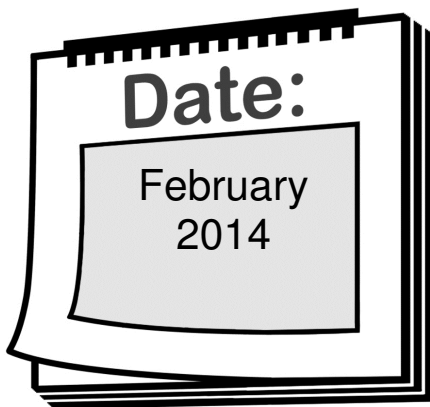
Easy read report



Address:

The National Society for Epilepsy,
Chesham Lane, Chalfont St Peter,
Gerrards Cross, SL9 0RJ

Phone: 01494601374



Date the inspection was done:

4 February 2014



Milton House is a care home which offers care and housing to up to 12 people who have epilepsy, learning disabilities and physical disabilities.



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

Phone: **03000 61 61 61**

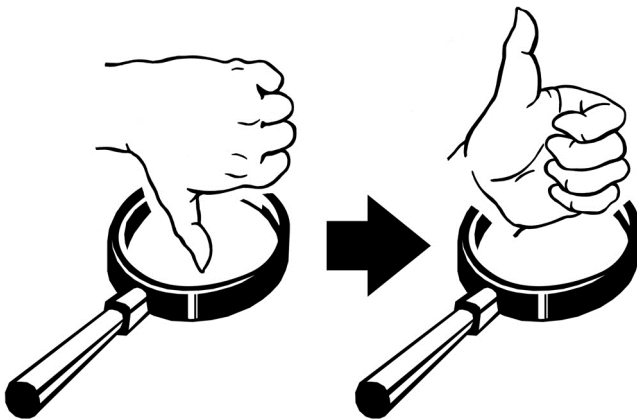
Email: enquiries@cqc.org.uk



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 Milton House



We visited Milton House on 4 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 looked at people's care records.



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



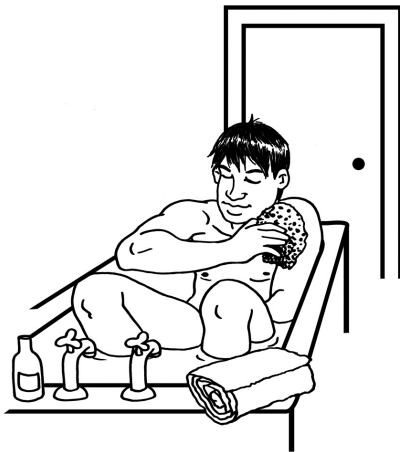
We thought about what we learnt.

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

What we found out about Milton House



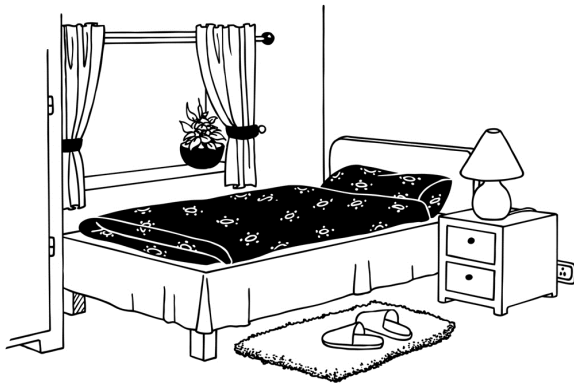
What was good about Milton House



People's privacy, dignity and freedom were respected.



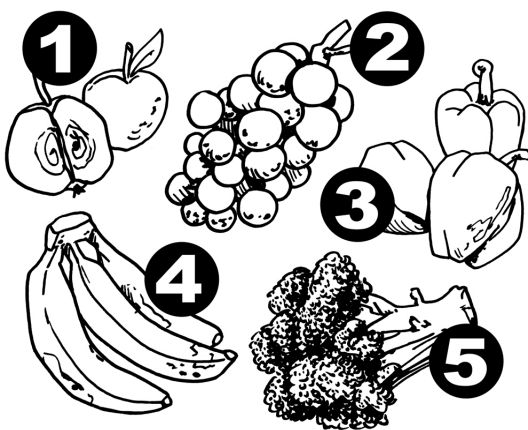
Care was planned and given in a way that made sure people were safe and looked after well.



People were given a choice about how they wanted their bedroom to look.



People were supported to do the activities they wanted.



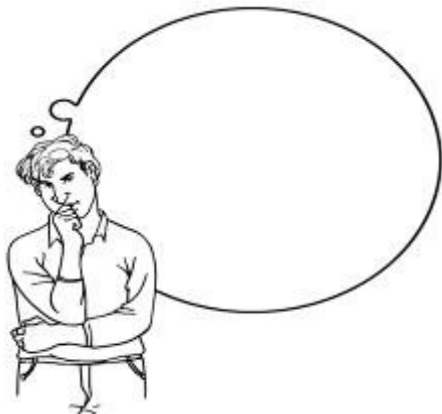
There was a good system to check people had enough good food and drink.



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



The owner had a good system to check that Milton House gave the best service and where needed made things better.



What happens next?



Milton House was meeting all the rules which we checked.

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