

What we think about Yews Hill/North Rise

Easy read report

Bridgewood Trust Limited Yews Hill/North Rise	
Region:	North
Location address:	75 & 77 Yews Hill Road, Lockwood, Huddersfield, HD1 3SG
Type of service:	Care home service without nursing
Date the review was completed:	May 2013
Overview of the service:	Yews Hill/North Rise care and support to adults who have been diagnosed with a learning disability.

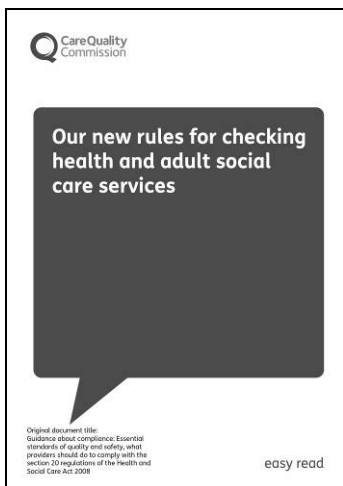
If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61** or Email: **enquiries@cqc.org.uk**

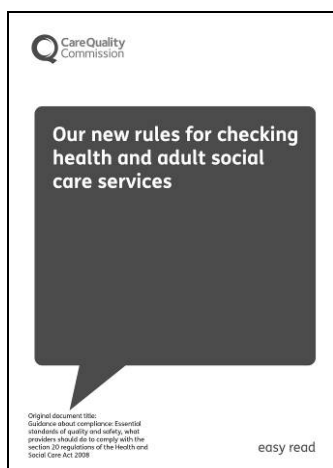
Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



We register services that meet the standards.

We check services keep doing things right so people feel safe.

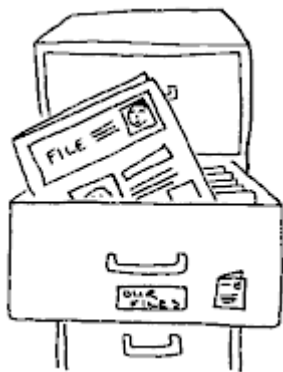
How we checked if Yews Hill/North Rise was doing things right



We watched to see how staff treated people.



We asked staff for their views.



We read some records.



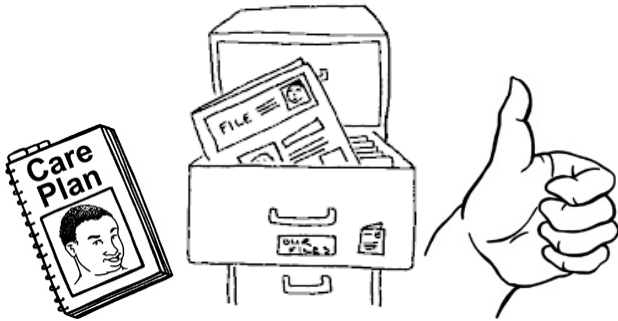
We thought about what we learnt.

We decided what Yews Hill/North Rise was doing right and what it was not doing well.

What we found out about Yews Hill/North Rise



What they were doing right at Yews Hill/North Rise



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



People were involved in making decisions about their care with help from staff.



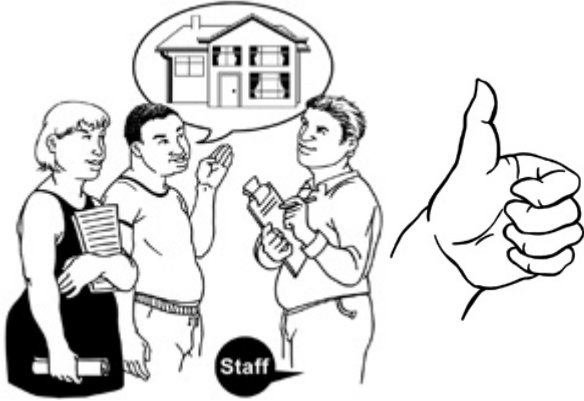
People were involved in how the service is run.



Yews Hill was clean and smelled fresh.




There were enough staff to support people.



The manager often checked to make sure care provided at Yews Hill/North Rise was good and people were safe.

What some words and pictures mean

Owner	The person or organisation that owns the service.
Manager	The person who manages the day to day service.
Staff	People who work at the service and help people who use it.
Essential standards	The most important rules about how a service should keep people safe and meet their needs.
	People should have a written plan about how they will stay healthy.