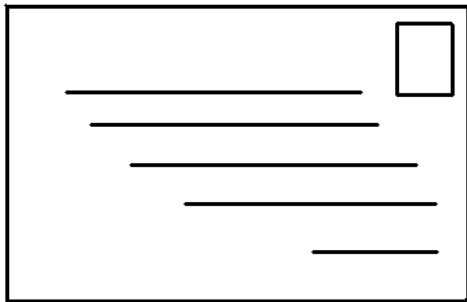


What we think about

Bourne Bridge House

Easy read report



Address:

Bourne Bridge House, Meshaw,
South Molton, EX36 4NL

Phone: 01884860909



Date the inspection was done:

8 November 2013



Bourne Bridge House is a care home which offers care and housing to up to 8 people who have learning disabilities and other needs.



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

Phone: **03000 61 61 61**

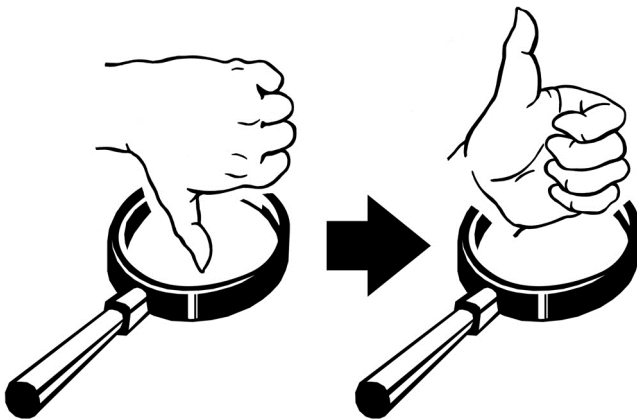
Email: enquiries@cqc.org.uk



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 Bourne Bridge House



We visited Bourne Bridge House
on 8 November 2013.



We talked with people who use
the service.



We talked with staff and got
advice from our **specialist
advisors**.

Specialist Advisors are people
who work or have worked in care
services.



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 Bourne Bridge House were doing right and what they were not.

What we found out about Bourne Bridge House



What was good about Bourne Bridge House



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 Bourne Bridge House 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.

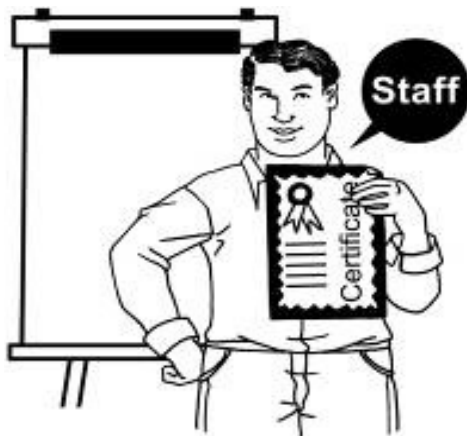


Care was planned and given in a way that made sure people were safe and looked after well.



The home was kept clean to stop germs from spreading.

This was so people did not get ill.



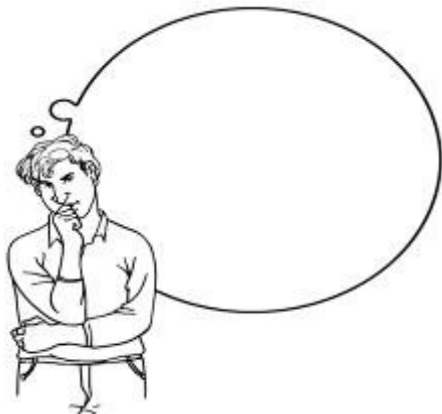
People were looked after by the right staff who knew how to give care in the best way.



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



The system for keeping people's personal records safe was correct and up to date.



What happens next?



Bourne Bridge House was meeting all the rules which we checked.

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