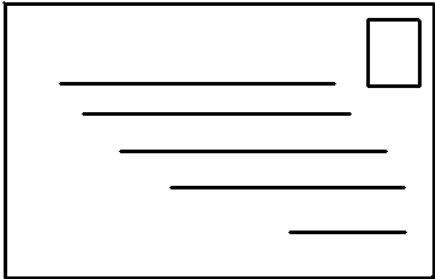
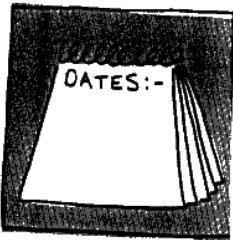
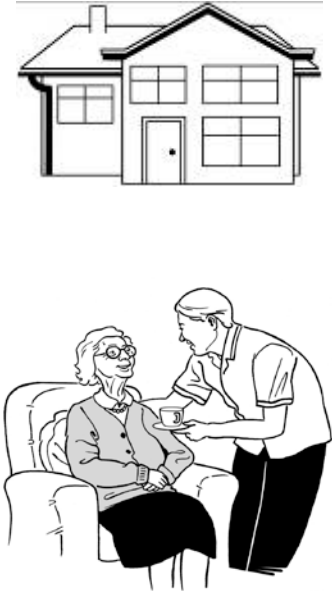


What we think about

Leonora House

Easy read report

	<p>Address:</p> <p>49 Lanark Road, Maida Vale, W9 1AP</p>
	<p>Date the inspection was done:</p> <p>September 2013</p>
	<p>The domiciliary care service provides personal care to people in their own home. A worker visits people at home and helps them with things like cleaning, personal care and getting meals ready. The day we visited there were 21 people using the service.</p>



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**

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.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



How we checked Leonora House



We asked people and their supporters for their views.



We asked friends and family of people who use the service what they thought.



We asked staff and managers for their views.



We looked at policies, records and care plans.



We thought about what we learnt.

We decided what Leonora House was doing right and what it was not doing well.

What we found out about The Royal Borough of Kensington & Chelsea



What they were doing right at Leonora House



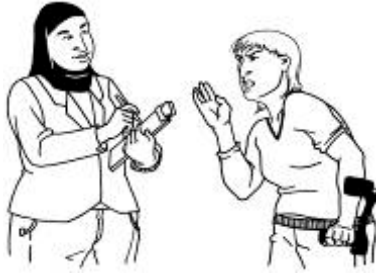
Before a person starts to get care from Leonora House their needs are checked.



The person and people important to them are asked what they think.



Leonora House gives people information about what it is like to live there in a way they understand.



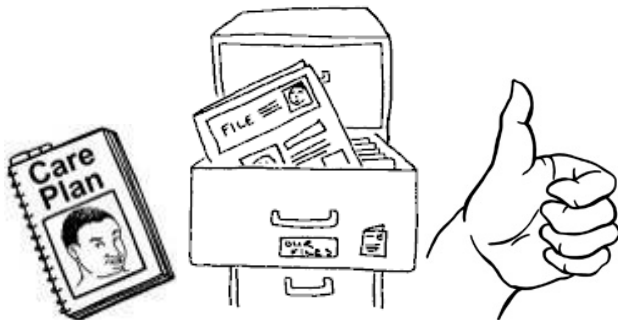
Staff listen to what people say about the care they get.



Staff help people to make healthy living choices.



People got the help they needed to learn how to be independent and care for themselves.



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



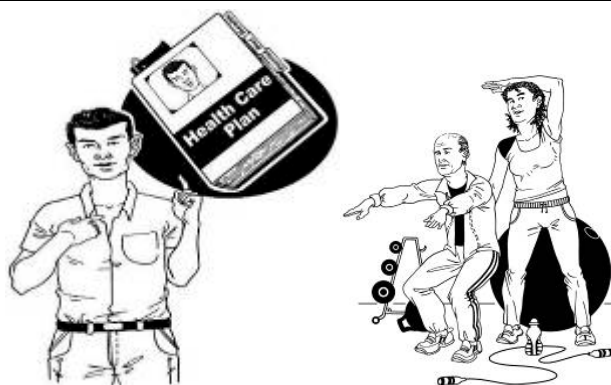
People were helped to take their medications.



People got the right care and support in a safe way.



Staff get training to make sure they meet people's needs in the best way.



Staff help people to make healthy living choices.



What will happen next



Leonora House is meeting the government standards about quality and safety. We will go back to check this again in the future.