

# What we think about

## Echo Square House

### Easy read report

	<p><b>Address:</b></p> <p>70 Parrock Road, Gravesend, DA12 1QH</p> <p><b>Phone: 01179748400</b></p>
	<p><b>Date the inspection was done:</b></p> <p>9 December 2013</p>



Echo Square is a care home which offers care and housing to up to 3 people who have autism.

**Autism** is a disability that sometimes makes it hard for people to understand what other people think and feel and to take in information.



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



Phone: **03000 61 61 61**



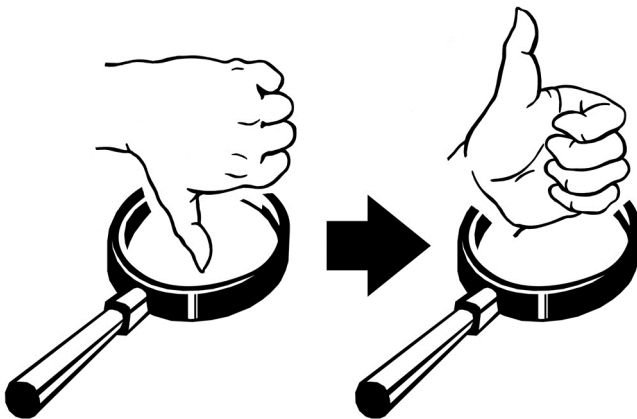
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)



## 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 Echo Square



We visited Echo Square on 9 December 2013.



We talked with people who use the service.



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 Echo Square were doing right and what they were not.

# What we found out about Echo Square



## What was good about Echo Square



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



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



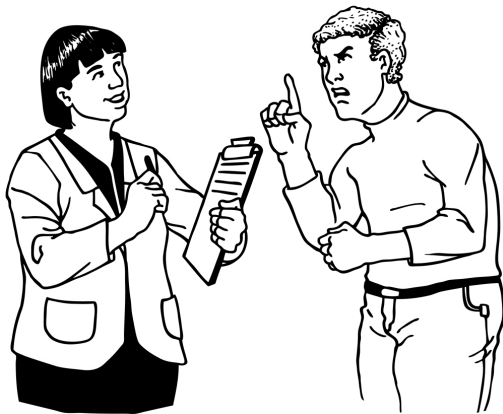
Staff knew people really well and what their needs were.



People were kept safe from abuse, or harm, in Echo Square.



There were enough staff at Echo Square and they knew how to give care in the best way.



There was a good complaints system.



## What happens next?



Echo Square House was meeting all the rules which we checked.

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