

Summary of this inspection

Why we carried out this inspection

This was a routine inspection to check that essential standards of quality and safety referred to on the front page were being met. We sometimes describe this as a scheduled inspection.

This was an unannounced inspection.

How we carried out this inspection

We looked at the personal care or treatment records of people who use the service, carried out a visit on 25 February 2013, observed how people were being cared for and talked with people who use the service. We talked with carers and / or family members and talked with staff.

What people told us and what we found

People who used the service were positive about the care they received. Each person commented that they were treated with respect and told us they were involved in the planning of their care. They told us they made choices about all aspects of the treatment and support they received. One person told us " we are always being asked for our input and ideas about things".

We observed that staff were respectful and caring and demonstrated an understanding of people's individual needs.

People we spoke with said they felt safe in the home and that there were enough staff to meet their needs. One person told us, "staff are always popping in to see if we are alright".

People we spoke with told us they would be able to approach the manager or a member of the staff team with any concerns or suggestions they may have. We saw that people were involved in regular meetings about the home and services provided and that written information was circulated detailing actions taken.

We saw that there was a programme of activities available for people living in the home which included time set aside for individual requests.

You can see our judgements on the front page of this report.

More information about the provider

Please see our website www.cqc.org.uk for more information, including our most recent judgements against the essential standards. You can contact us using the telephone number on the back of the report if you have additional questions.