

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 15 January 2013, observed how people were being cared for and checked how people were cared for at each stage of their treatment and care. We talked with people who use the service and talked with staff.

What people told us and what we found

People told us they were very happy living at the home and felt that they received a high standard of care. People described staff as "wonderful"

We found that people were being involved in making decisions about their lives. We saw people were supported well and that the home were working well with other agencies involved with people's care.

We found that people's healthcare needs were being assessed and supported well. We found that the home's staff and management understood people's needs, including communication needs where they were impaired. We found that they understood people's rights and supported them.

The home was clean and comfortable.

People using this service felt safe and were confident that staff had the skills needed to safeguard them and to meet their needs. Staff training, supervision and annual appraisals were linked to ensuring that staff had the skills to meet people's needs.

People said they felt safe living at the home and knew how to raise any concerns or complaints.

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.