

What we think about Acorn Park Lodge



Easy read report summary

Please print each page on one side of paper



Address:

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This service is a care home for people with learning disabilities and autistic people. 9 people can live here.

About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

What we think about this service



We checked this service on
26 April 2021



We think this service requires improvement (meaning it needs to get better).

1. Is the service safe?



For the question, 'Is the service safe?', we think this service requires improvement.

There were not always enough staff to support people.



People did not always get their medicine and tablets safely.



Staff knew how to keep them safe from danger and who to tell if they were worried about safety.

2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service requires improvement (meaning it needs to get better).

Regular cleaning had not been completed and some areas needed redecoration.

Staff had not had the supervision they needed from managers.

People were able to make choices.

3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think this service is good.

People's own spaces were not always respected by staff.

People were supported to spend time with friends and families.

People got on well with their support staff.

4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service requires improvement (meaning it needs to get better).

People, and the people important to them like their family, were not always included in planning their own care.

People were able to choose what activities they wanted to do.

Staff listened to people and were able to communicate effectively together

5. Is the service well-led?

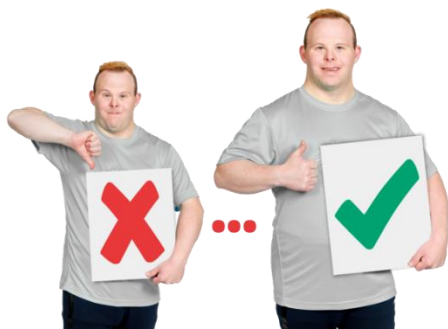


For the question, 'Is the service well-led?', which means do managers run the service well, we think this service requires improvement (meaning it needs to get better).

People did not always know who was in charge of the service.

Regular checks had not made sure the service looked after people well.

What happens next?



We have asked this service to make changes and to tell us when they will do this.



We will go back to check this service.

How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.