

What we think about Fullwood House



Easy read report summary

Please print each page on one side of paper



Address:

67 Lord Haddon Road

Ilkeston

DE7 8AU



Telephone number:

01159323469



Website:

www.approach-community-homes-limited.co.uk



This service is a care home for people with a learning disability and people with mental health conditions. Up to ten 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
20 April 2022



We think this service is good.

1. Is the service safe?



For the question, 'Is the service safe?', we think this service is good.

People told us they felt safe because staff knew how to keep them safe from danger.

People got their medicine and tablets safely.

2. 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 were supported by staff who respected their choices.



People had their own space and staff respected this.



People could do things by themselves if they wanted to.

3. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service is good.

People were included in planning their own care.

People got person-centred care, because staff knew how they wanted their care to be given.

Staff listened to people if they wanted to talk or complain about something.

4. 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 is good.

The manager listened to people and staff.

The manager made regular checks to make sure people are kept safe.

People had meetings with staff to talk about how their support can get better.

What happens next?



We have not asked this service to make any changes.



We will go back to check this service again.

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.