

What we think about

Dunscar House Easy read report

	<p>Address:</p> <p>Deakins Business Park</p> <p>Egerton</p> <p>Bolton</p> <p>BL7 9RP</p> <p>Telephone: 01204 593821</p>
	<p>Date we did the inspection:</p> <p>13 March 2015</p>



Dunscar House provides care to people who have complex care needs. The service supports six people living in a supported tenancy house and others in their own homes by their outreach service.



When we visited there were six people living in the supported tenancy and 30 people being supported by outreach.



About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by Max Potential is safe, gives good results, caring, meets people's needs, and is managed well.

Here is what we found.



We ask five questions about services and this is what we found



Is the service safe?



We gave this service a score of 'good'.



Staff knew how to keep people safe from harm.



Staff knew how to give people their medicine safely. Those who were able could take their own medicines.



There were enough staff to look after everyone.



Does the service give good results?



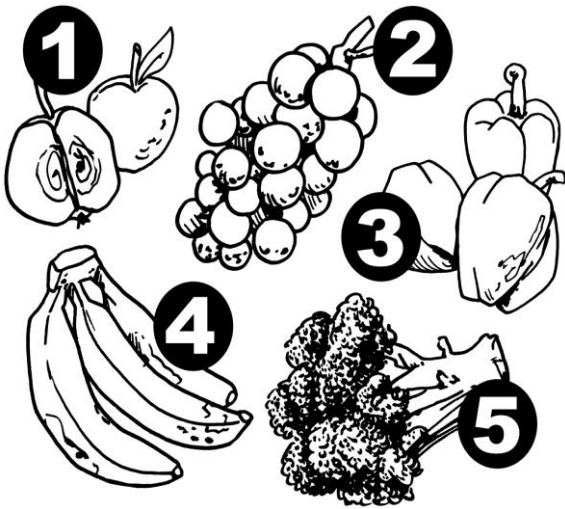
We gave this service a score of 'good'.



We saw that people were involved in decisions about their care.



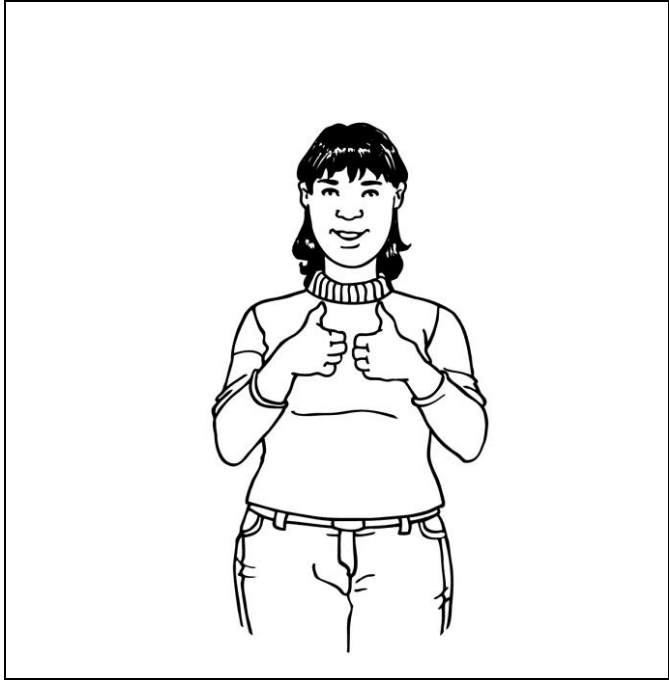
Care plans had the right information in them.



There was good food for everyone to eat.



Is the service caring?



We gave this service a score of 'good'.



People were given privacy when they needed it.



Staff were friendly and kind.



There were meetings where people could make suggestions and ask questions.



Does the service meet people's needs?



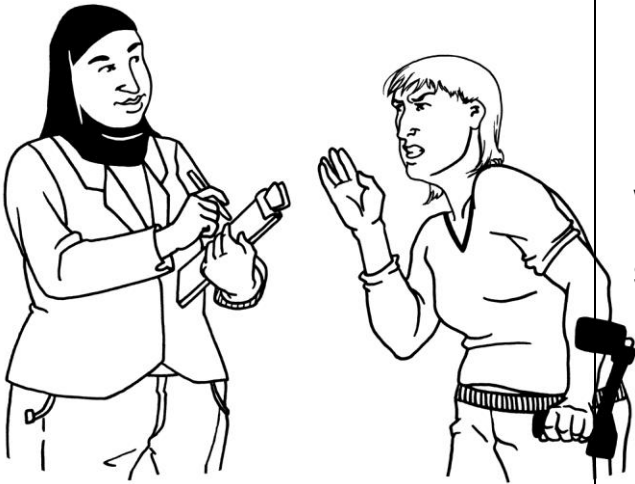
We gave this service a score of 'good'.



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



Staff were given training to help them talk to people in different ways.



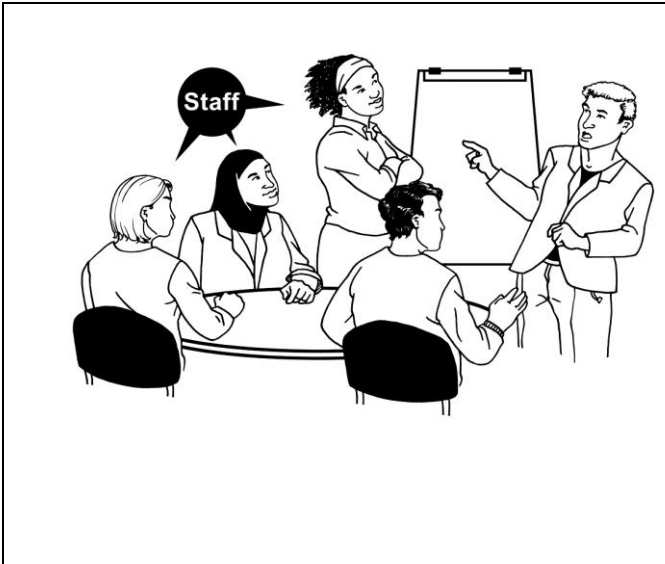
People could complain if they wanted to and the service would sort out their complaint.



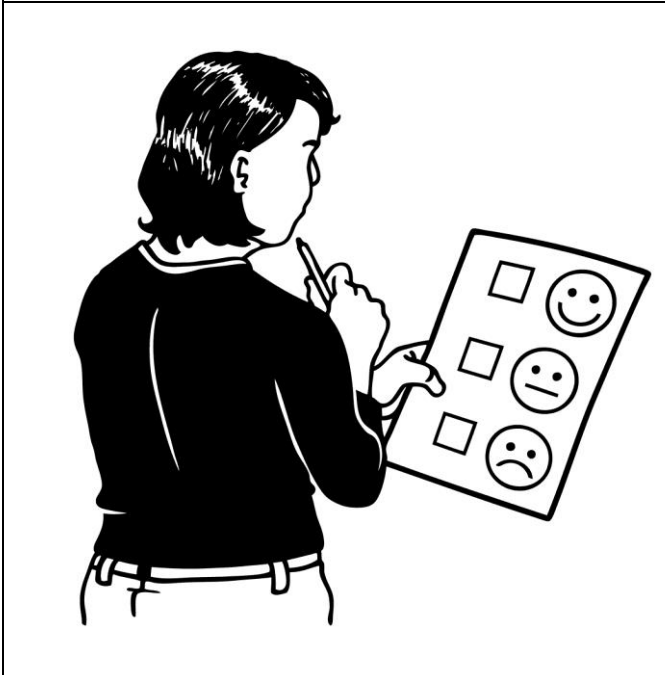
Is the service managed well?



We gave this service a score of 'good'.



Staff had lots of meetings to talk about how things at the service could improve.



People were asked for their thoughts and suggestions.



The manager was available for people to talk to.

What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

Getting in contact with us



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

Phone: **03000 61 61 61**

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