



# Paradise House Care Quality Commission Inspection Report 2016



Care Quality Commission

October 2016 T

On October 21<sup>st</sup> and 22<sup>nd</sup> Suzanne Knights a Compliance Officer came to Paradise to look at the way in which staff work with you. I am very pleased to say that the report said that we are good in all areas. I have explained this in more detail below.

**Is the service safe? Good**

**Is the service effective? Good**

**Is the service caring? Good**

**Is the service responsive? Good**

**Is the service well-led? Good**

## Is the service safe? **Good**

This means the way that staff look after you to help to keep you safe is good, this is with your medicines or supporting you to do activities . It means that all support you need is done in a way that helps to keeps you safe.



## Is the service effective? **Good**

This means that staff at Paradise are trained to give you good support and help other people to understand your needs. It means that Paradise staff make sure you understand what they are asking you and give you choices and find out what you understand (for example blood tests, medical treatment)



## Is the service caring? **Good**

This means that staff care for you in a caring and patient way and listen to what you are saying about your life. Staff support you to have activities you enjoy and that you are happy.





## Is the service responsive? **Good**

This means your care plans involve you and are about you and let all staff who work with you understand what you need to support you. You are able to talk about the things that matter to you and staff listen to any concerns you might have.



## Is the service well-led? **Good**

This means that managers and staff at Paradise continually look to make things better for you to improve the way we all work to support you. Anything that you asked for is looked into to improve the way we support you. Your relatives also talk positively about the managers and staff at Paradise as they feel we look after you well.