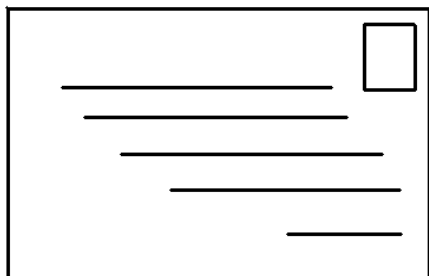


What we think about

Paradise House

Painswick

Easy read report

**Address:**

Paradise House

Painswick

Gloucestershire

GL6 6TN

Phone:

01453837557

About the Care Quality Commission



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

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Paradise House Painswick is a residential care home. When we visited, 30 people with learning disabilities were living there.



We checked this service on:

4th March 2019

What we think about this service



Across all the areas we checked, we think this service is **good**

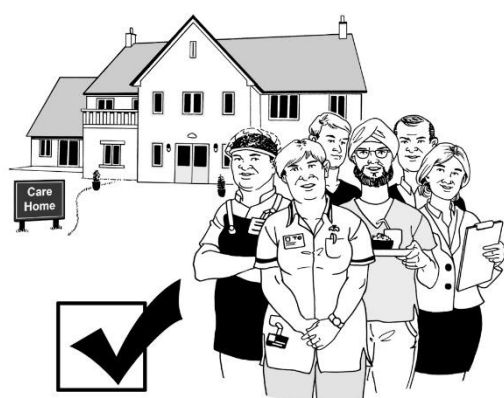
1. Is the service safe?



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



Staff knew how to keep people safe from harm.



There were enough staff to help people.



Staff knew how to give people their medicine safely.



All areas of the service were clean.

2. Is the service effective?



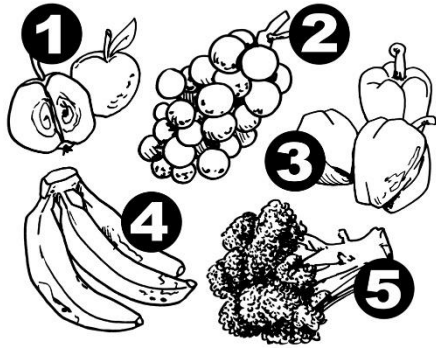
For the question, 'Is the service effective?', we think the service is **good**



People were supported to make their own decisions



People were supported to access healthcare professionals such as GP's and opticians



People were involved in planning menus based on their likes and needs



Staff had the right training and skills to support people.

3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **outstanding**



Staff respected people's privacy and dignity.



People were helped to be independent.



Staff were very kind and caring and people said 'They are all brilliant' 'Amazing'



People were encouraged and supported to plan their own care

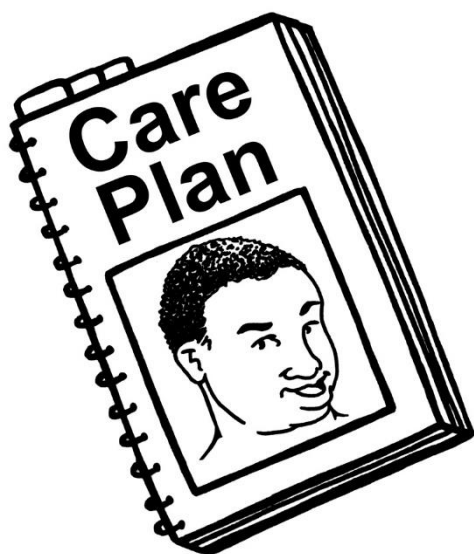
4. Is the service responsive?



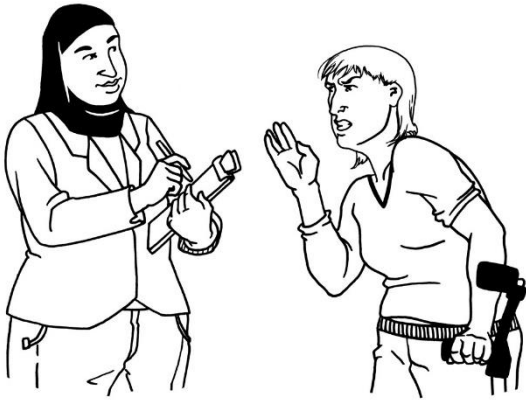
For the question, 'Is the service responsive?', we think the service is **good**



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



Care plans were personalised and showed staff how people liked to be supported.



Complaints were listened to and acted on.

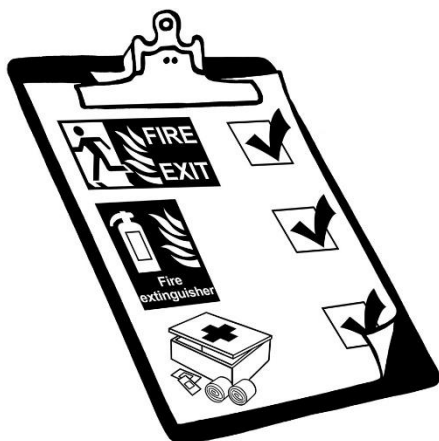
5. Is the service well-led?



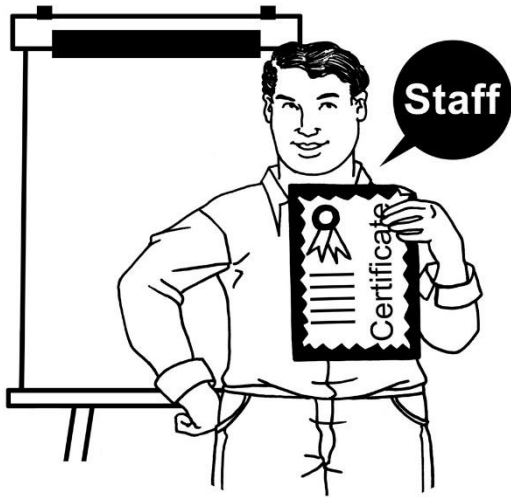
For the question, 'Is the service well-led?', we think the service is **good**



The manager listened to feedback and took action to improve the service



Regular checks were done to make sure people were safe



Staff were supported to gain new skills



All of the feedback we received about the manager was positive

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**