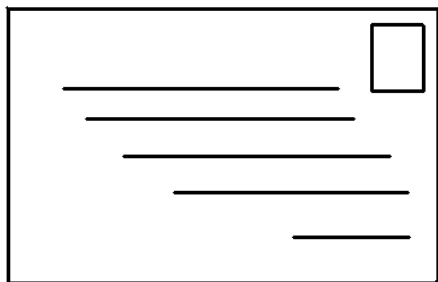


What we think about Lucy Glyn Residential

Easy read report

**Address:**

9 Evesham Place,
Stratford Upon Avon,
Warwickshire,
CV37 6HT

Phone: 01789 297353

**Date we did the inspection:**

8 December 2015



Lucy Glyn Residential provides accommodation and personal care for up to six people with learning disabilities or autistic spectrum disorder. There were six people living at the home at the time of our inspection.



About the Care Quality Commission



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

We checked to see whether the service given by Lucy Glyn Residential 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



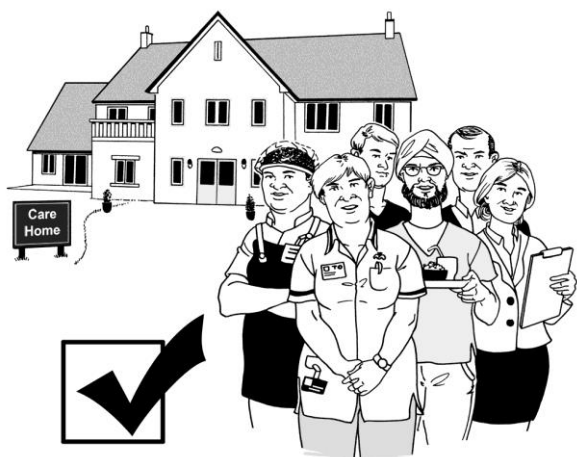
Is the service safe?



We gave this service a score of 'Good', which means it is safe.



Staff knew how to keep people safe from harm.



There were enough staff to support everyone who used the service.



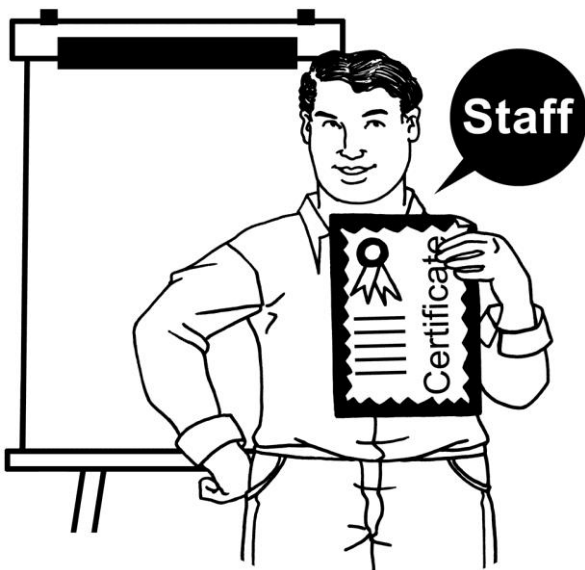
Staff knew how to give people their medicine safely.



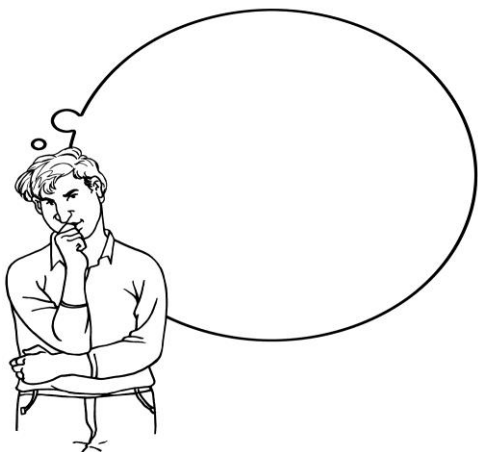
Does the service give good results?



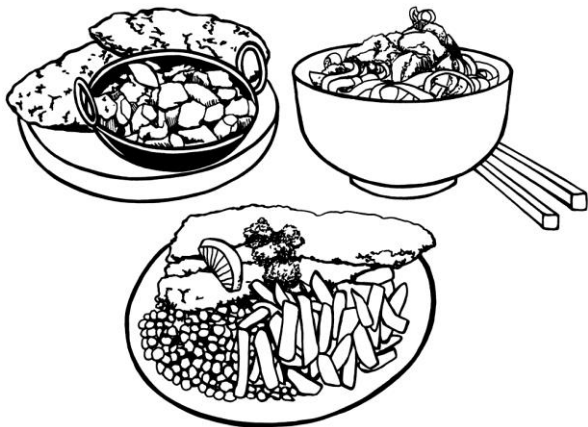
We gave this service a score of 'Good'.



Staff were trained so they knew how to support people in the way they needed.



We saw that people decided for themselves how they wanted to be supported.



Staff supported people to eat meals they enjoyed.



Is the service caring?



We gave this service a score of
'Good'.



Staff understood what was
important to each person who
used the service.



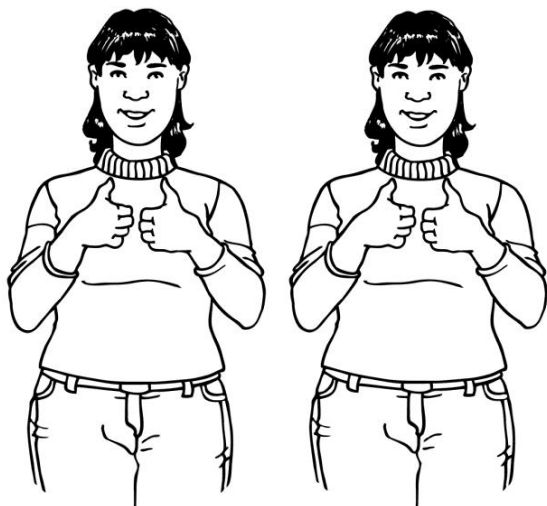
People were involved in decisions about how they were supported.



Staff respected people's privacy and dignity.



Does the service meet people's needs?



We gave this service a score of 'outstanding', which means it is really good.



People went out when they wanted to and people took part in the activities they wanted to.



Staff listened when people had a problem with the service and staff put things right for people.



Is the service managed well?



We gave this service a score of 'good'.



Staff talked to each other every day so they knew how people were.



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



Staff asked people who used the service if they were happy with the service they received.



The manager and staff understood what they needed to do to improve things for people who used the service.

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**