

What we think about

Fern House

Easy read report summary



Address:

144 Corbetts Tey Road

Upminster

RM14 2ED

Telephone number:

07534 32 49 49

Website

<http://www.coastal-housing.co.uk/>



This service is a supported living service for people with learning disabilities and/or autism or mental health needs.

8 people can use this service.

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
26 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 were supported by enough staff.



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 effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service is good.

People were asked about how they wanted to be supported.

People got medical help when they needed it.

Staff had the right skills and training to support people.

3. 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.

People were supported to spend time with people like husbands, wives, friends and families.

4. 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, and the people important to them like their family, were included in planning their own care.

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

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

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

5. 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.

People knew who the manager was.

The manager listened to people and staff.

The manager made regular checks to make sure people were safe.

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



The service worked well with other organisations.

What happens next?



We have not asked this service to make many changes.



We will go back to check this service again another time.

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.