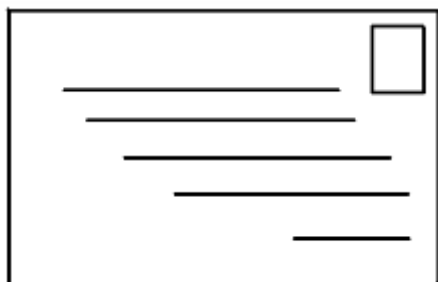


What we think about The Rathbone Centre

Easy read report

**Address:**

8 Chatsworth Way

West Norwood,

London

SE27 9HR

Phone:

020 8670 4039

**Date we did the inspection:**

13 & 19 February 2016



The Rathbone Centre supports people to live independently in their homes.





About the Care Quality Commission



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

We checked to see whether the service given by The Rathbone Centre 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?



Staff knew how to keep people safe from harm.



Staff knew how to support people to take their medicine safely.



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.



Staff had good systems to make sure people got medical help when they needed it.



Is the service caring?



We gave this service a score of 'good'.



Staff Staff were kind and caring.



People had their individual needs met.



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.



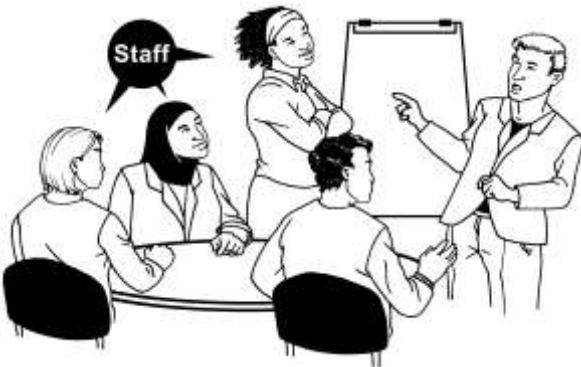
People were involved in planning their care.



Is the service managed well?



We gave this service a score of 'good'.



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

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**