

# What we think about Melton Short Breaks Service



## Easy read report summary

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This service is a respite service for people with learning disabilities and autistic people. 6 people can stay here.

# 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 **15 and 17 November 2023.**



We think this service requires improvement (meaning it needs to get better).

# 1. Is the service safe?



For the question, 'Is the service safe?', we think this service requires improvement (meaning it needs to get better).

People did not always get their medicines safely.



People were not always protected from abuse.



People were protected from infections.

## 2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service requires improvement (meaning it needs to get better).

Staff did not always have the right training.

The service was clean and tidy.  
Bedrooms were colourful.

People could choose what they wanted to eat and drink.

### 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's families said they were happy with Melton Short Breaks Service.

## 4. Is the service responsive?



Complain



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service requires improvement (meaning it needs to get better).

Things did not always get better when people made a complaint.

Sometimes, people did not get person-centred care, because staff did not know how they wanted their care to be given.

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

Staff communicated well with people.

## 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 requires improvement (meaning it needs to get better)

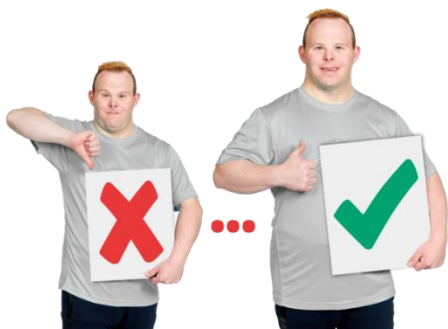
Staff did not always keep information confidential.

Staff did not always feel listened to.

Some checks which the manager completed were not effective.

The service worked well with other organisations.

# What happens next?



We have asked this service to make changes and to tell us when they will do this.



We will go back to check this service in the next 6 months.



# 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**

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