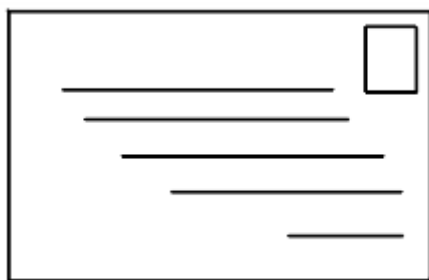


What we think about The Sheiling Special Education Trust

Easy read report



Address:

The Sheiling Special Education
Trust

Horton Road

Ashley Heath

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BH24 2EB

Phone: 01425477488

About the Care Quality Commission



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

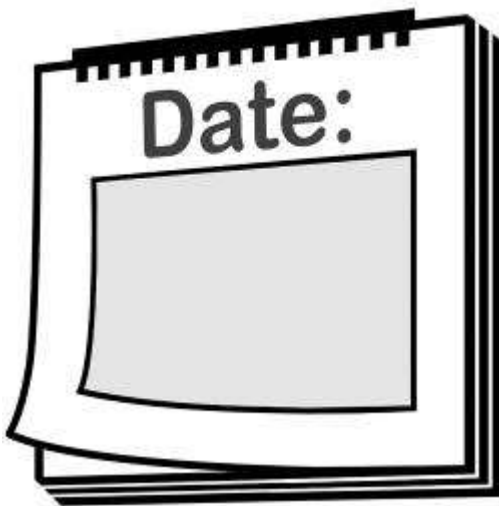
Our job is to check if every care service is:

- **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



The Sheiling Special Education Trust provides accommodation and personal care for people who attend the college of further education. When we visited, 16 people with learning disabilities were living there.

We checked this service on:

26th & 28th March 2019

What we think about this service



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

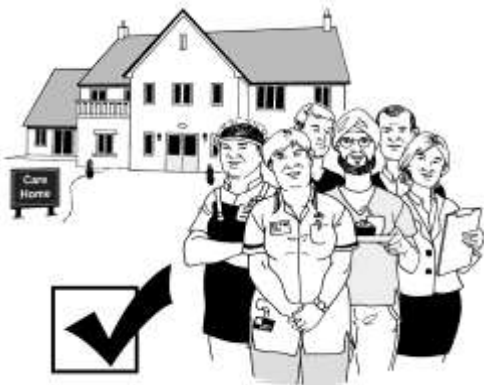
1. Is the service safe?



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



Staff know how to keep you safe from danger.



There are enough staff to care for you.



Staff know how to give you your medicine and tablets safely.

2. Is the service effective?



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



You are asked if you agree with decisions about your care.



Staff talk to health professionals (for example; doctors) to make sure you get medical help when you need it.



Staff have the right skills and training to support you.



You are supported to move
between services.

3. Is the service caring?



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



Staff let you do things by yourself if you can.



Staff give you privacy and knock on doors.



You are supported by staff who care about you and know you.



You are helped to keep in touch
with your friends and families.

4. Is the service responsive?



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



You are able to choose what activities you want to do.



You are able to talk to staff when you are not happy and they listen.



You and your families are involved in meetings about your care.

5. Is the service well-led?



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



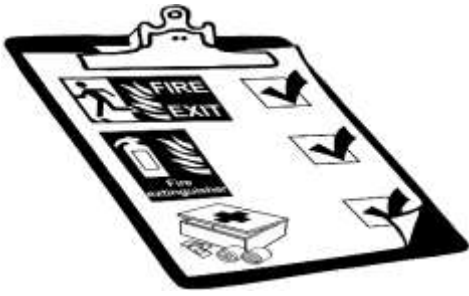
You know who the Manager is, and anyone else in charge.



Staff have meetings with you to talk about how your home could improve.



The manager listens to you and staff. This shows good leadership.



Safety checks were done by the management team.

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**