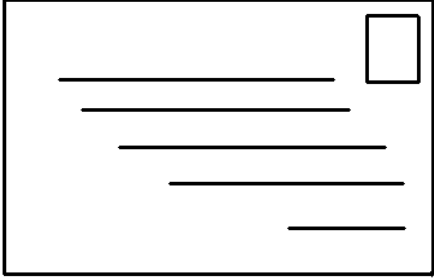
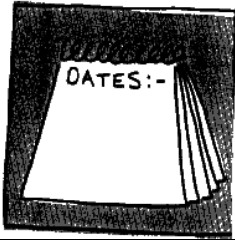



What we think about

The Hesley Village

Easy read report

	<p>Address:</p> <p>The Hesley Village Hesley Hall Stripe Road Tickhill DN11 9HH</p>
	<p>Date the inspection was done:</p> <p>22/10/2012</p>
	<p>The Hesley Village provides accommodation for up to 76 people. The service specialises in providing services for people with learning disabilities or autistic spectrum disorder. It is made up of several houses and flats in large grounds. It is near Tickhill in Doncaster.</p>

Introduction



If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



How we checked The Hesley Village



We asked people and their supporters for their views.



We asked staff and managers for their views.



We looked at policies, records and care plans.



We watched to see how staff treated people using the service.



We thought about what we learnt.

We decided what The Hesley Village was doing right and what it was not doing well.

What we found out about The Hesley Village



What they were doing right at The Hesley Village



Before a person moves into The Hesley Village their needs are checked.



The person and people important to them are asked what they think.



The Hesley Village gives people information about what it is like to live there in a way they understand.



Staff listen to what people say about the care they get.



Staff help people to make healthy living choices.

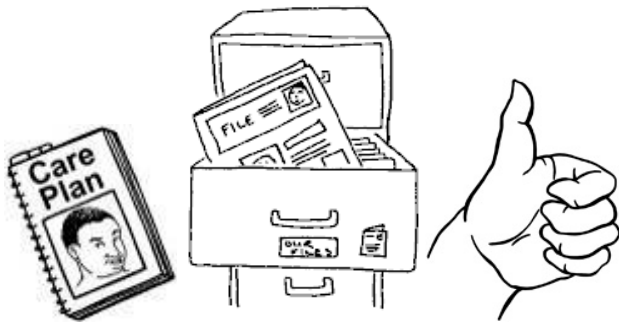


People get the help they need to learn how to be independent and care for themselves.



People have access to an **advocate**.

An **advocate** is someone who speaks up for you.



People's care plans and other records were up to date.



People get support to see the doctor and other people they need to see.



People were usually able to choose what activities they would like to do.

Activities took place regularly outside.



Staff helped make people feel safe.



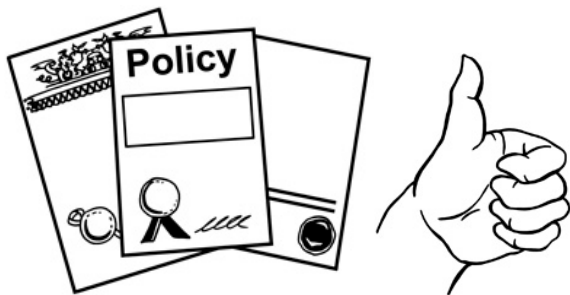
People got the right care and support in a safe way.



People know who to tell if they don't feel safe.



Staff get training to make sure they meet people's needs in the best way.



The owner often checked The Hesley Village to make sure care was good and people were safe.



What will happen next



The Hesley Village is meeting the government standards about quality and safety. We will go back to check this again in the future.