

CQC Inspection Summary

DATE OF INSPECTION:
5 October 2017

SITE NAME:
Heathvale House

LOCATION:
**95 Brigstock Road,
Thornton Heath, Croydon,
Surrey, CR7 7JL**



DESCRIPTION:

Heathvale House is a nine bedded Care Home for men with Mental Health. Click [HERE](#) for more information.

<p>Overall Good</p> <p>Read overall summary</p>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Click [HERE](#) to see the official CQC report.

CQC REPORT SUMMARY

One member of staff said, “We get to know people well and we do care for them.” Another member of staff said, “On the whole we have good relationships with people and we help them where they need it and that really helps them.” A healthcare professional told us the people seemed to be happy in the home. They said the staff and the registered manager cared about people.

We saw frequent, positive engagements between people and staff. Staff informed people of the support they offered and waited for their response before carrying out any planned interventions. The atmosphere was very relaxed between staff and people. We observed people smiling and choosing to spend time with staff who always gave people time and attention. Staff knew what people could do for themselves and areas where support was needed.

Staff appeared very dedicated and committed. They knew, in detail, each person’s individual needs, traits and personalities. They were able to talk about these without referring to people’s care records. The registered manager told us that they spent time with people on a daily basis in order to build good relationships with people.

The service continued to encourage people to participate in activities, both in house and in the local community. During the inspection we observed people accessing the community to purchase items and food, meet with friends and to attend healthcare appointments. People’s care plans contained an activities assessment which documented their likes and dislikes. One person told us, “I’m always going out. I go out all the time, sometimes with staff and sometimes not.”



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