

Report about Mayfield House

**Mayfield House is run by
Garvald Edinburgh**

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About us

We are called the **Care Inspectorate**.



Our job is to check places that give people care and support.



We check how good places are and give them scores for different things.



The scores go from 1 to 6.
1 means a place is bad
and 6 means a place is really good.



We went to check Mayfield House.

This report tells you how well they did.

What we did

We checked Mayfield House on 25 and 27 January 2016.

We checked how good the support is.

We talked to:

- people who go to Mayfield House
- family and carers
- staff from Mayfield House and other places

We also checked the paperwork for Mayfield House.

The paperwork is anything staff write down, like support plans.

We gave Mayfield House scores for different things.

Now you can find out how well Mayfield House did.





Care and support

We gave Mayfield House **5** for the care and support.



This means the care and support is very good.

We gave them this score because:



- people are happy at Mayfield House
- people like spending time together



- people can have a say in what happens



- people get good information about Mayfield House when they start



- people can visit Mayfield House first to see if they like it



- people get support to do what they want and what is right for them



- the support helps people learn new things and do well



The building

We gave Mayfield House **5** for the building.



This means the building is very good.

We gave them this score because:



- the manager asks people what they think of Mayfield House and how to make it more safe



- Mayfield House is clean



- staff work hard to keep people safe



- staff give people medicine in the right way



The staff

We gave Mayfield House **5** for the staff.



This means the staff are very good.

We gave them this score because:



- staff do a very good job

- staff get on well with each other



- staff give people information in a way that is easy for them



- people can help choose new staff



The managers

We gave Mayfield House **5** for the managers.



This means the managers are very good.

We gave them this score because:



- the manager knows people well
- the manager listens to what people say and tries to help



- people can help Mayfield House make decisions



- there are meetings for staff and managers to talk about their work



- staff can be in charge of events and other things



- staff work well with staff from other places

What Mayfield House needs to work on



Mayfield House should:

- make sure people can have a real say in what happens



- tell people what Mayfield House plans to do with their ideas



- fix the hot water problem in the toilet



- check information about accidents to see if the same things happen again



Mayfield House should:

- give staff training about autism



- make sure families can look at the rules for Mayfield House and say what they think



- give people some questions to answer about Mayfield House



- give staff a short break in the day



- make sure people can have a say in the checks we do

Find out more

You can find out more about the checks at Mayfield House by:



Calling
0345 600 9527



Emailing
enquiries@careinspectorate.com



Going to our website
www.careinspectorate.com

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