

CQC PMS Inspections

Citygate

Gallowgate

Newcastle upon Tyne

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**www.cqc.org.uk**

Your inspection report sets out the ratings for your service. Our ratings are based on a combination of what we find at inspection, what people tell us, our Intelligent Monitoring data as well information you and other local organisations have provided.

We have developed characteristics to describe what outstanding, good, requires improvement and inadequate looks like for each of the five key questions and population groups.

Ratings have been awarded on a four-point scale; ‘Outstanding’, ‘Good’; ‘Requires Improvement’, or ‘Inadequate’.

The table below shows the ratings your location has been awarded:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Safe** | **Effective** | **Caring** | **Responsive** | **Well-led** |  | **Overall population group** |
| **Older people** | Good | Good | Outstanding | Outstanding | Outstanding |  | Outstanding |
| **People with long term conditions** | Good | Good | Outstanding | Outstanding | Outstanding |  | Outstanding |
| **Families, children and young people** | Good | Good | Outstanding | Outstanding | Outstanding |  | Outstanding |
| **Working age people and the recently retired** | Good | Good | Outstanding | Outstanding | Outstanding |  | Outstanding |
| **People in vulnerable circumstances** | Good | Good | Outstanding | Outstanding | Outstanding |  | Outstanding |
| **People experiencing poor mental health** | Good | Good | Outstanding | Outstanding | Outstanding |  | Outstanding |
|  |  |  |  |  |  |  |  |
| **Overall domain** | Good | Good | Outstanding | Outstanding | Outstanding |  |  |
| **Overall location** | Outstanding |  |  |  |  |  |