

# What we think about

# Tanglewood



## Easy read report summary

Please print each page on one side of paper



### Address

Coombe Road

Lanjeth

St Austell

PL26 7TL



### Website

[www.switchedoncare.com](http://www.switchedoncare.com)



This service is a care home for autistic people and people with a learning disability. 3 people can live here.

## About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

## What we think about this service



We checked this service on  
**29 April 2026**  
**30 April 2026**



We think this service is good.

# 1. Is the service safe?



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

Staff knew how to keep people safe and reported concerns properly.

Staff helped people move between services safely.



The building and equipment were safe to use.



People were supported by enough staff.



Staff were recruited safely. When they started work they had very good training.

## 2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think this service is good.

Staff involved people in working out what care and support they needed. This was checked regularly.

Staff helped people to eat and drink in a healthy way.

Staff worked with people and other services to support people together.



Managers checked that people's care was right for them.



People were helped to make choices about their care.

### 3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think this service is good.

People were treated with respect. Staff were kind.

Staff understood people's own needs and treated them as individuals.

Managers helped staff to feel happy and safe at work.

## 4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think this service is good.

Person-centred care was given to people because everyone knew how they wanted their care to be given.

People and families could complain about something if they wanted to.



People could use the service and get care easily.



People were treated fairly.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', which means do managers run the service well, we think this service is outstanding (meaning very good).

People were at the centre of the service and all staff understood this. Everyone worked to give people very good care all the time.

People knew who was in charge of the service. People said the manager was good.



People and staff were always listened to when they said something was wrong. Managers made sure everyone felt comfortable saying this.



Managers treated staff well.



Managers and staff kept learning and used clever new ideas to make the service better. They always listened to people to know what to make better.

## What happens next?



We have not asked this service to make any changes.



We will go back to check this service again.

# How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone

**03000 61 61 61**

Email

**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.