

What we think about

Sherbutt House



Easy read report summary

Please print each page on one side of paper



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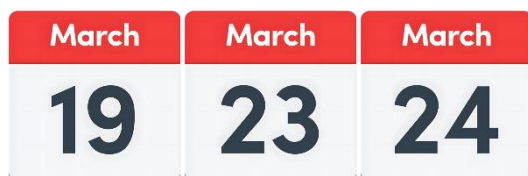
This service is a care home for autistic people and people with a learning disability. 19 people can live here.

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
19 March 2026
23 March 2026
24 March 2026



We think this service is outstanding
(meaning very 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 from danger and help them.



People were involved in decisions about their care and the risks they wanted to take.



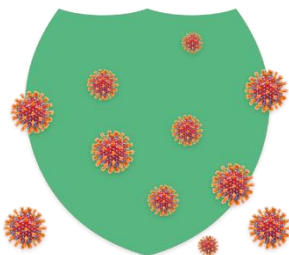
Staff worked well with other services to keep people safe.



The building and equipment were safe.



Staff were recruited safely and trained really well.



Staff helped keep people safe from the risk of getting infections.



People got their medicines, but staff needed to make sure they recorded information about medicines properly.



Managers and staff learnt from mistakes.
This helped make the service safer.

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.



The service followed good guidance to support people well.



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



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



People got to see doctors or nurses when they needed it.

People were supported to stay active.
Staff helped people to get healthier.



People's choices and rights were respected.

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 outstanding (meaning very good).

People were treated with a lot of respect. Staff were very kind.

All staff and managers were very good at understanding people's strengths and needs. They always treated people as individuals.

People could always do the things they wanted to. They were always in control of their care. Staff respected their choices. People went on holidays and trips, and did lots of activities.



Staff knew people very well so they were quick to help before they became uncomfortable or upset.



Managers helped staff to feel happy and safe at work. This helped them to give really good care.

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.



People's care was about what they wanted to do and how they wanted to do it. They had a care plan with this information in.



Person-centred care was given to people because staff and other services knew how people wanted their care to be given. They worked well together.



People got information about their care that was right and in a way they could understand.



Staff were really good at listening to people's views. People and families could complain about something if they wanted to. People could also give feedback about their support in meetings and surveys. This feedback was used to make improvements.



People could always use the service and get their care easily.



Staff were very good at understanding people's rights and making sure 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).

There was a very positive culture at the service and staff aimed to give people very good care all the time. Everyone worked as a team to make sure people were at the centre of the service.

People knew who the manager of the service was. People said the manager was excellent.



People could report any concerns and were listened to when they said something was wrong.



Managers supported staff well and treated them fairly.



Managers completed regular checks to make sure the service worked well.



Staff and managers worked always worked really well with other services to provide very good care. This made people's lives better. People did lots of things in the local community.



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

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.