

# What we think about Atlas House

## Easy read report

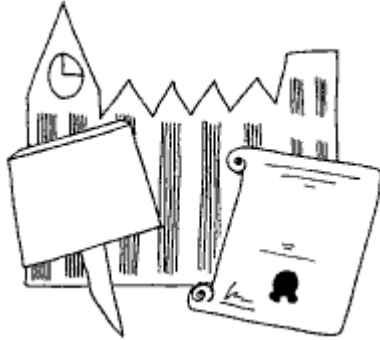
<b>Oxleas NHS Foundation Trust</b>	
<b>Atlas House</b>	
<b>Region:</b>	London
<b>Location address:</b>	Goldie Leigh Hospital Site Lodge Hill Abbeywood London SE2 0AY
<b>Type of service:</b>	Atlas House is an NHS low secure Hospital.
<b>Date the review was completed:</b>	October 2011
<b>Overview of the service:</b>	This NHS hospital is part of Oxleas NHS Foundation Trust. It is a hospital for 11 patients with a learning disability who have complex challenging behaviour.  It is on a list which says it is

	<p>allowed to offer:</p> <ul style="list-style-type: none"><li>• assessment or medical treatment for people detained under the Mental Health Act 1983</li><li>• diagnostic and screening procedures</li><li>• treatment of disease, disorder or injury.</li></ul> <p>The hospital is easy to get to for people who use wheelchairs.</p> <p>The hospital is divided into 4 flats and can provide single sex housing.</p>
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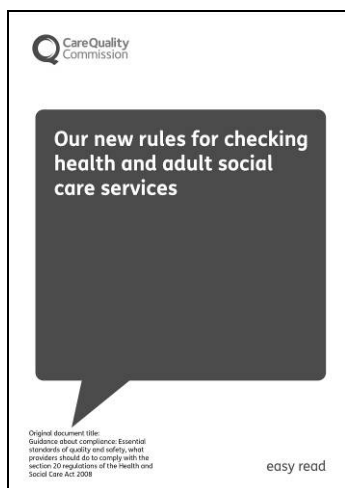
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Telephone: **03000 616161** or Email: **enquiries@cqc.org.uk**

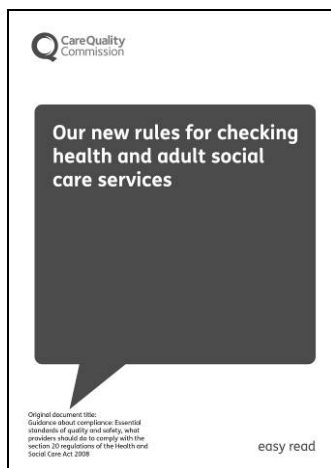
# Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



We register services that meet the standards.

We check services keep doing things right so people feel safe.

## How we checked if Atlas House was doing things right



We asked people and their supporters for their views.



We watched to see how staff treated people.



### **Experts by experience**

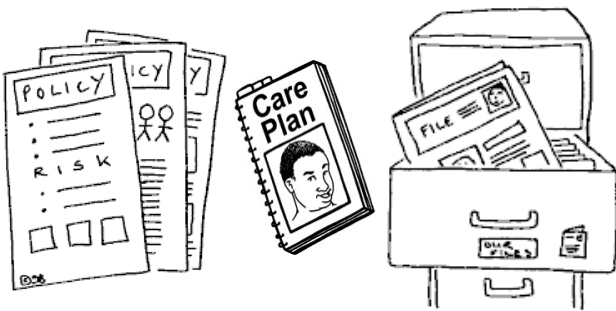
(someone who uses services or a family carer. They help us find out what services are really like) came with us to find out from people what it was like at Atlas House.



A **professional advisor** (person who works in a similar social care setting) came with us to find out from people what it was like at Atlas House.



We asked friends and family of people who use the service what they thought.



We looked at policies, records and care plans.



We thought about what we learnt.

We decided what Atlas House was doing right and what it was not doing well.

# What we found out about Atlas House



## What they were doing right at Atlas House



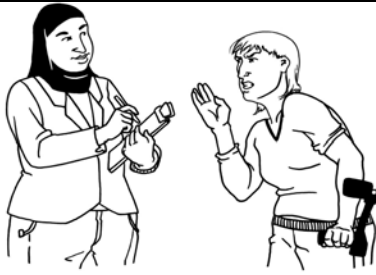
Before a person moves into the home their needs are checked.



The home provides people with information about what it is like to live there.



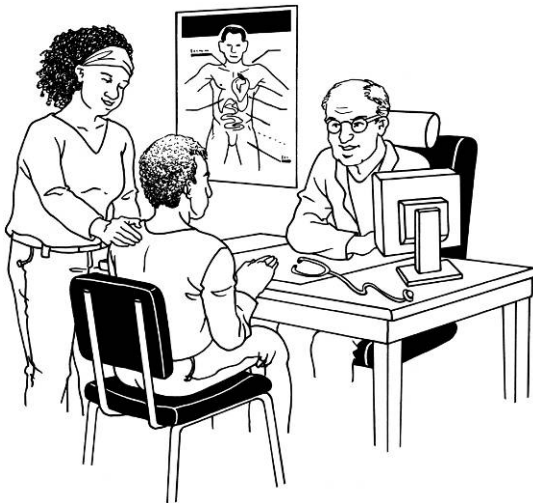
People get the right care and support in a safe way. The records we saw were up to date.



Staff listen to comments people make about their care.



Staff get training to meet peoples needs.



People are supported by staff to see the doctor and other people they need to see.

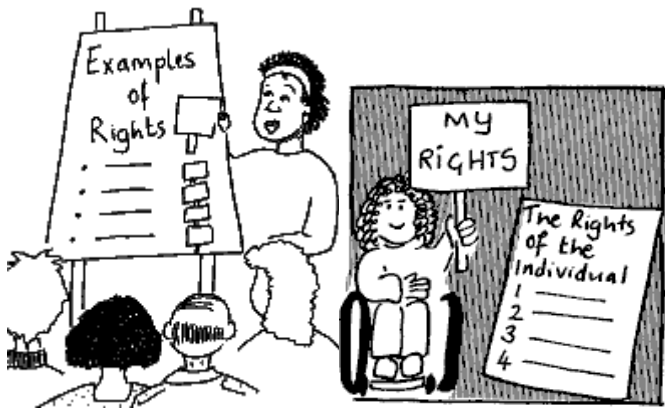


People have **Health Action Plans** (a plan to make sure someone keeps healthy) that say what they need.



People are able to choose what activities they would like to do.

Activities take place regularly inside and outside the home.



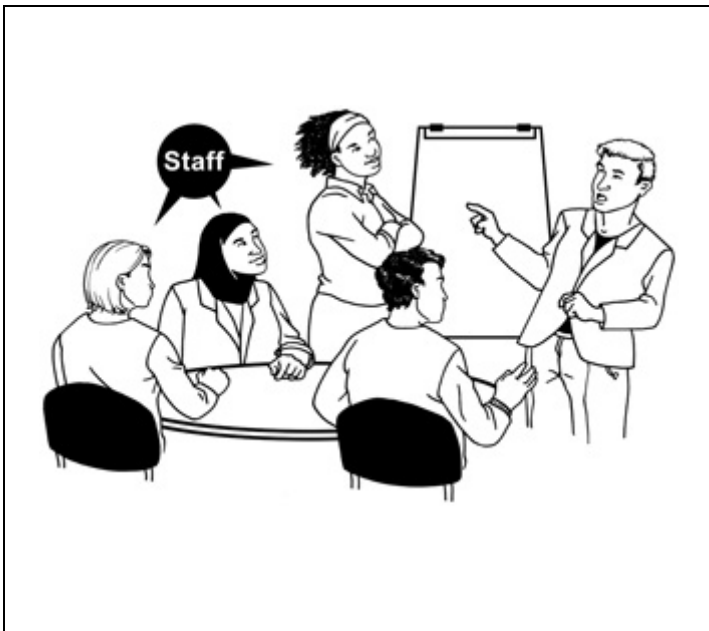
People's rights are respected by the staff.



Staff make people feel safe.



Instructions are available for staff to follow.



Staff are trained to keep people safe.



Policies and record keeping is good and helps to keep people safe.



The home uses other professionals to keep people safe when needed.

## What some words and pictures mean

Owner

The person or organisation that owns the service.

Staff

People who work at the service and help people who use it.

Essential standards

The most important rules about how a service should keep people safe and meet their needs.



People should have a written plan about how they will stay healthy.

Other professionals

This may include Social workers/care managers/Police