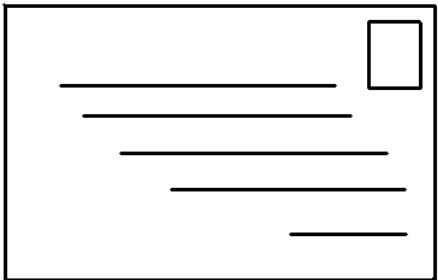
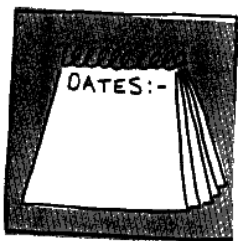
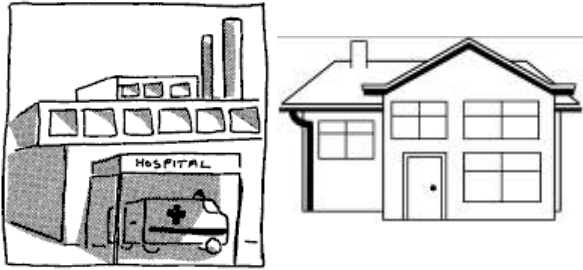


What we think about

James House

Easy read report

	<p>Address:</p> <p>James House</p> <p>Little Hill,</p> <p>Exeter Road, Chudleigh.</p> <p>Newton Abbot.</p>
	<p>Date the inspection was done:</p> <p>14th and 17th December 2012</p>
	<p>James House is an independent hospital providing care for up to 13 men. Patients who live there may have a learning disability or mental health problems.</p>



If you would like this report in another format or language or you want a copy of the full report please contact us.

Telephone: **03000 61 61 61**

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.

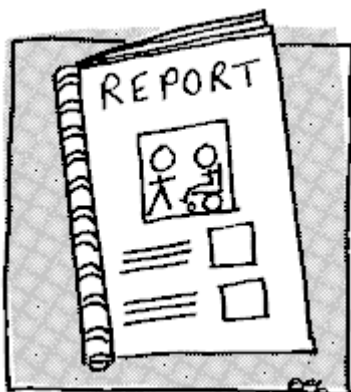


Services have to ask to be on one of our lists so they can offer care to patients.

Being on our list means we check them to make sure they keep doing things right so people feel safe.



How we checked James House



We did this inspection because we had some concerns about other hospitals owned by the same company. We checked the other hospitals as well to see if they had the same problems.



An **expert by experience** (someone who uses services or a family carer) came with us to find out from patients what it was like at James House.



A **Mental Health Act Commissioner** who visits patients who may be detained under the Mental Health Act 1983 came with us to find out from patients what it was like at James House.



We asked patients and their supporters for their views.



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



We asked staff and managers for their views.



We looked at policies, records and care plans.



We watched to see how staff treated patients using the service.



We thought about what we learnt.

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

What we found out about James House



What they were doing right at James House



Before a patient moved into James House their needs were checked. We saw that the hospital did not let some patients move in as they felt they could not meet their needs.



The patient and people important to them were asked what they thought and what they wanted to happen.



People were involved in regular reviews about their care.



Patients got the help they needed to learn how to be more independent and care for themselves. We saw that some patients worked outside the hospital or went to college.



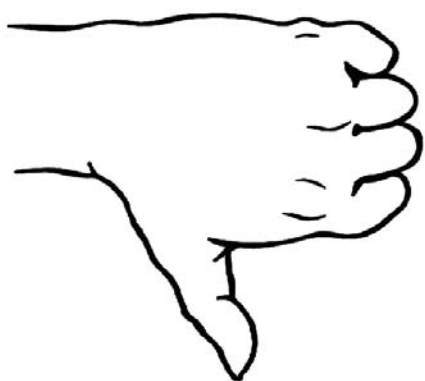
Patients told us they were usually able to choose what activities they would like to do. Activities took place regularly outside the hospital.



People got the right care and support in a safe way.



Patients and their relatives told us they liked and valued the staff.



What James House was not doing well

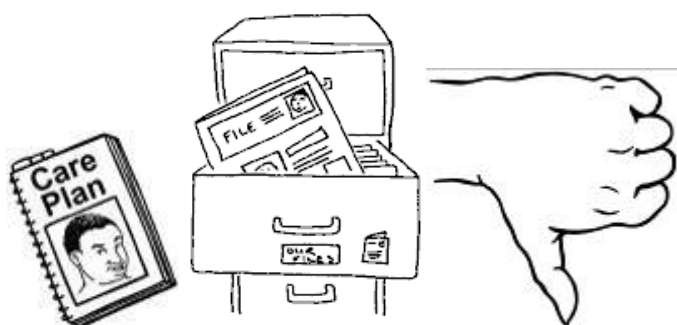


Patients were not always involved in planning their care. Some patients told us they had not had a copy of their plan.

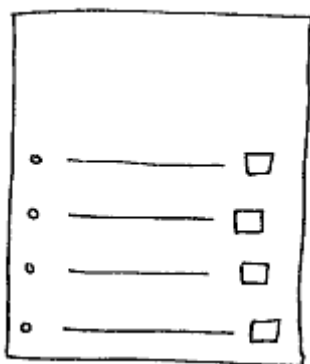


Patients did not have the right information to help them access a mental health advocate.

An **advocate** is someone who speaks up for you.





Patient's care plans and other records were not up to date.



We found that when patients went on leave they were not given copies of their leave forms, and sometimes the forms were not filled in properly.

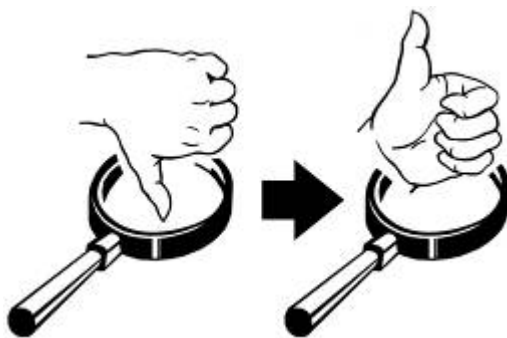


We found some patients were not given enough information on their rights. Some patients were not given clear information about their right to leave the hospital whenever they wanted.

	<p>We found that following incidents some forms were not being filled out fully by staff or signed by managers. This meant that the hospital might not be learning how to prevent incidents happening again.</p>
	<p>The way in which the hospital was managing patient's money did not always reflect their individual wishes or support needs for budgeting.</p>



What will happen next



We have asked James House to tell us how and when they will make things better. We will check they have done this.