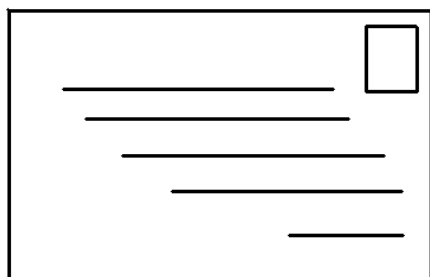


# What we think about Leeds and York Partnership NHS Foundation trust

Wards for people with a learning  
disability or autism

Easy read report



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# About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

## About this service



The service consists of three hospital wards. They are called 2 and 3 Woodland Square and Parkside Lodge.



**We checked this service on:**

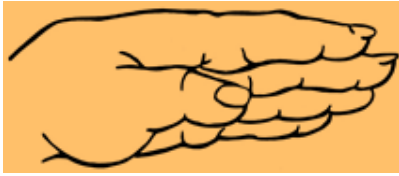
16 and 17 July 2019

## What we think about this service



Across all the areas we checked, we think this service **requires improvement**

## 1. Is the service safe?



For the question, ‘Is the service safe?’, we think the service **requires improvement**



At 2 and 3 Woodland Square, staff had not practiced how to get everyone out of the building if there was a fire.



At 2 and 3 Woodland Square, when people were admitted, staff did not check or change risk assessments.



Staff did not assess all risks to patients. They did not make sure care plans had all the information needed.



The seclusion room at Parkside Lodge did not comply with the law. It did not a way for staff and patients to speak to each other and the lighting could not be turned up or down.



Only 57% of staff had attended safeguarding level 3 training.



At 2 and 3 Woodland Square, it was difficult to keep the clinic room cool.

At 2 Woodland Square, staff did not label liquid medicine to say it was open.

There was not enough space to store medication at 2 Woodland Square.



However:

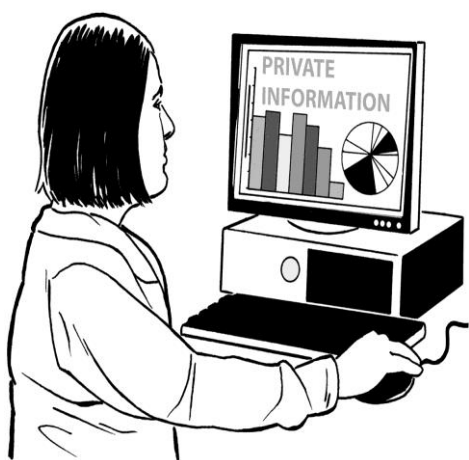
2 and 3 Woodland Square, completed checks to make sure that medicines given were correct.



All wards were clean, had nice furniture and were well looked after.

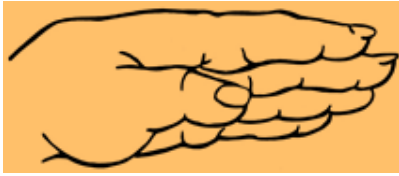


Staff knew how to protect people from abuse and worked with others to protect them.



Staff had access to information they needed.

## 2. Is the service effective?

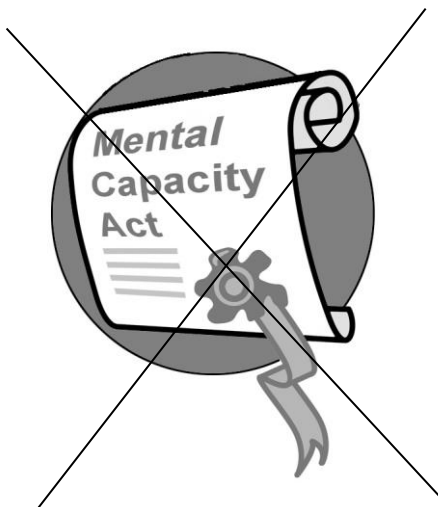


For the question, 'Is the service effective?', we think the service **requires improvement**



There was not enough therapy-based activities or sessions to help people to get better.

There was not enough psychology time.



Staff did not check the Mental Capacity Act was being used properly.

There were problems in two people's records.





At 2 and 3 Woodland Square, staff had not always made sure they checked people's health and risks. They did not write down reasons why they had made decisions to use bed rails.



Staff did not do training in learning disabilities or autism. This meant they may not know how to look after people.



However:

A new speech and language therapist worked there. They made sure people had communication assessments.

Managers made sure staff had meetings to talk about how well staff were doing their jobs.

Staff worked together to make sure people got better quicker.

### 3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **good**



Staff treated people well. They were kind and respectful.



Staff involved people in their care plans and risk assessments.



Staff kept carers up to date and involved.

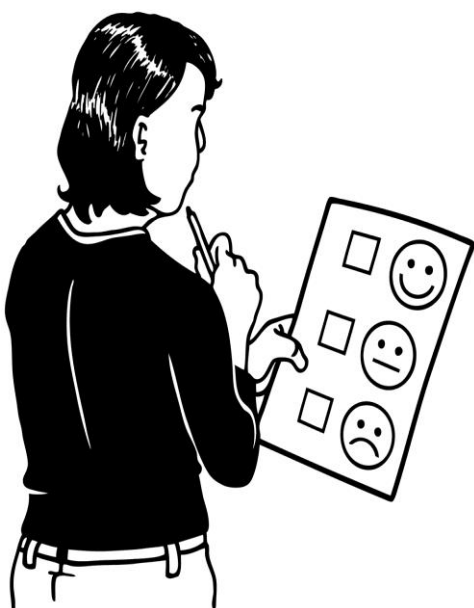
## 4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**



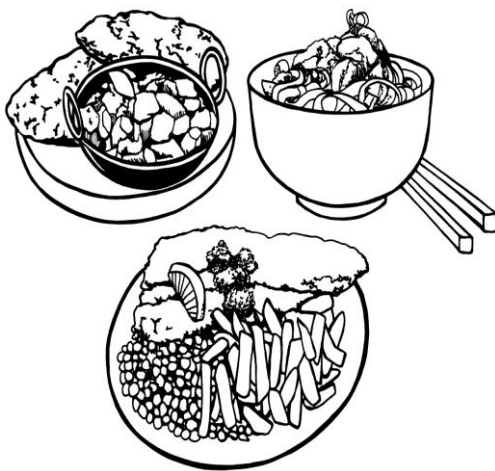
Staff planned and helped people with their discharge.



There was only one complaint and 34 compliments.



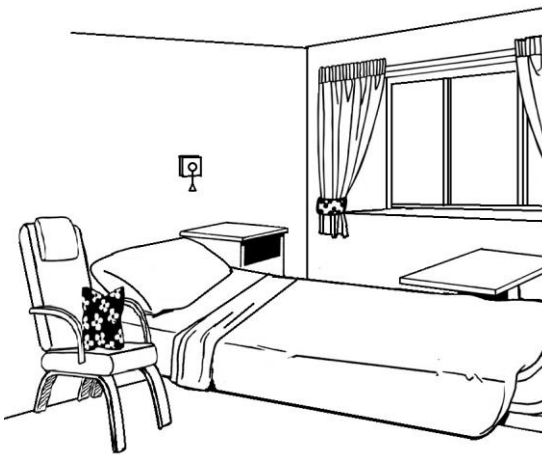
Each person had their own bedroom which had their own things.



The food was good quality.



Staff help people with communication and advocacy.



However:

The service scored worse for being dementia friendly than other hospitals.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service **requires improvement**



We found problems in other areas.



Managers had not ensured that fire risks were managed.





There were issues with people's risk assessments and checking physical health.



Managers had not made sure staff had training in learning disabilities or autism,



Access to therapeutic activities and psychology had not been increased.

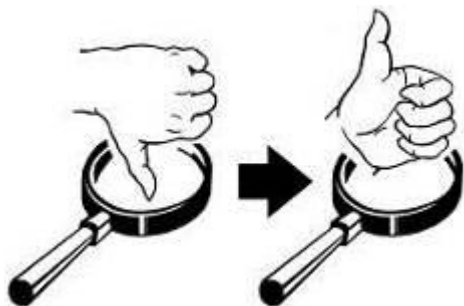


However;  
Managers were experienced.  
They were visible and staff  
could talk to them.



Staff were supported and valued.

## What happens next?



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

## Getting in contact with us



If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

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