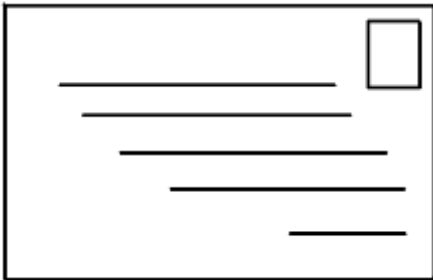


What we think about Tees, Esk & Wear Valleys NHS Foundation Trust – Wards for people with learning disabilities or autism

Easy read report



Address:

West Park Hospital

Edward Pease Way

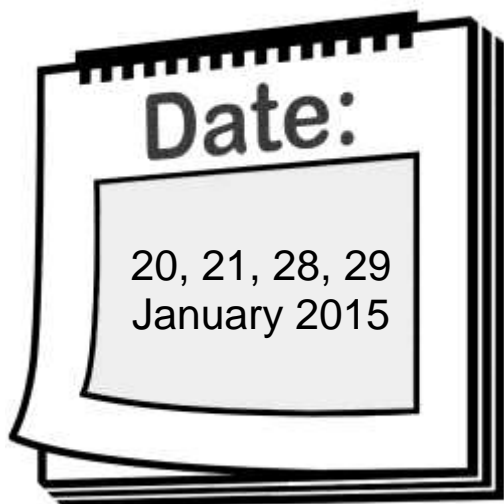
Darlington

County Durham

DL2 2TS

Phone:

01325 552000



Date we did the inspection:

20, 21, 28, 29 January 2015



Bankfields Court, Lanchester Road and 163 Durham Road are wards for people with learning disabilities or autism at the Tees, Esk & Wear Valleys NHS Foundation Trust.





About the Care Quality Commission



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

We checked to see whether the service given by Tees, Esk & Wear Valleys NHS Foundation Trust is safe, gives good results, caring, meets people's needs, and is managed well.

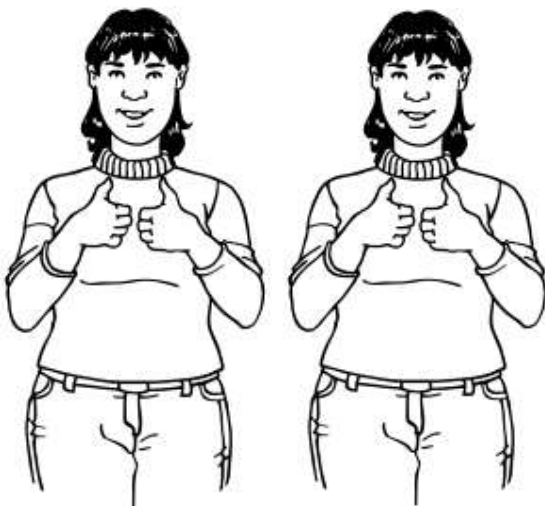


Here is what we found.

We ask five questions about services and this is what we found



Is the service safe?



We gave this service a score of 'outstanding', which means it is really good.



Staff knew how to keep patients safe from harm.



Staff knew how to keep the wards safe, clean and tidy.



There are always enough staff on duty to help and support patients.



Patients can make choices about their care. They have a nurse who cares for them and to talk about how well they are doing.



Staff knew how to check, store and give medicines to patients.



Staff and patients can tell managers if something is wrong and if things can be done better.



Does the service give good results?



We gave this service a score of 'good'.



Staff look after their patients very well and their care plans are always up-to-date.



Staff make sure patients get medical help when they need it.



Staff have the skills and training to do their work according to the correct guidelines and policies. They all work together to help the patients get better.



Is the service caring?



We gave this service a score of 'good'.



Patients and their families told us that staff always treated them well and were kind to them.



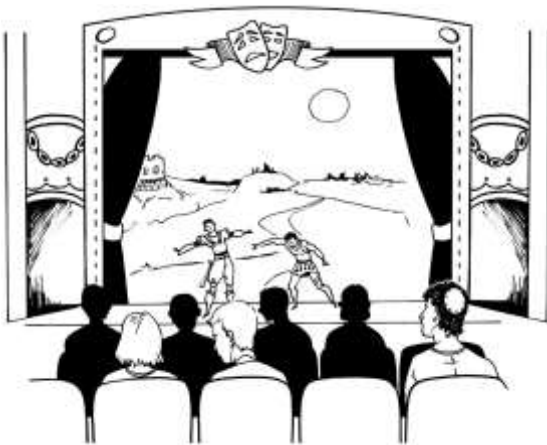
Does the service meet people's needs?



We gave this service a score of 'requires improvement', which means it needs to get better.



The wards give good care to patients to help them get better, make their stay comfortable and respected their privacy.



Patients are supported in their meal plans, in going food shopping, swimming and to the cinema.



Patients can develop and learn new skills like cooking and using the internet.



Patients' complaints are listened to and things are done to make things better.



But patients are not always given enough support to prepare them to leave the hospital.



Patients are not always encouraged to join activities that are suitable for their age group.





The service must find ways to work with other teams outside the hospital to make sure patients have a place to go to after they leave the hospital.



Is the service managed well?



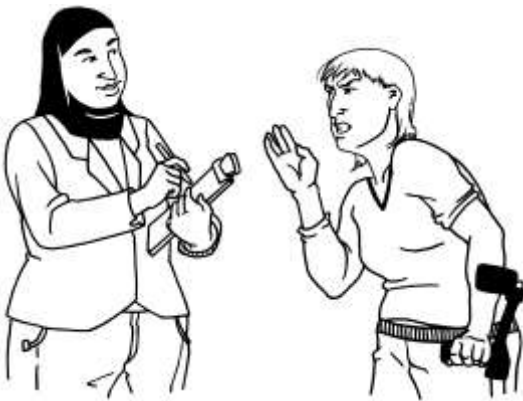
We gave this service a score of 'good'.



Policies and plans are always checked to make sure they are up-to-date and targets can be met.



Staff have meetings to talk about problems and how to improve things.

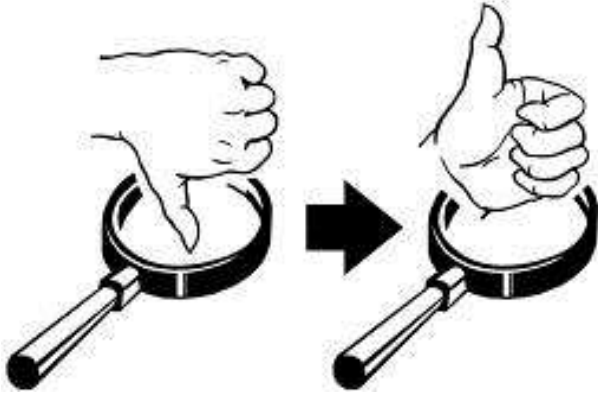


Staff and patients can speak to the manager at any time if they had problem or a complaint.



Staff are supported to learn and receive training.

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**