What we think about
Rampton Hospital
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

Rampton Hospital is a high secure hospital. There is one ward for women with learning disabilities and four wards for men with learning disabilities.

We checked this service on:
20 - 22 March 2018

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.

Sometimes staff did not know how to give patients their medicine safely.

Some staff wore nail polish and gel nails which was against the rules.

There were lots of problems getting the right number of staff.
Some staff did not do checks on patients in seclusion and long term segregation when they should have done.

Staff knew how to keep patients safe from harm.

The environment was safe and secure.

Staff knew how to keep the service clean.
Staff could explain how they learned lessons after an usual event.
2. Is the service effective?

For the question, ‘Is the service effective?’, we think the service is good.

Staff talked to doctors to make sure patients got medical help when they needed it.

Staff made sure that patients’ physical health needs were met.

Doctors followed national guidelines when prescribing medicine.
There were different therapies available.

Staff with different jobs worked well together.

There were no positive behaviour support plans.

Staff on different wards stored important information in different places. This made it hard to find.
3. Is the service caring?

For the question, ‘Is the service caring?’, we think the service is good.

Staff gave patients enough privacy.

Staff were kind and understood patients’ needs.

Staff listened to patients’ worries about their care.
4. Is the service responsive?

For the question, ‘Is the service responsive?’, we think the service requires improvement.

Sometimes patients were not able to choose what activities they did.

Patients with hearing impairments could not go to church because there were not enough interpreters.

The items in the hospital shop cost too much money.
People were always helped to keep in touch with their families.

Staff knew what to do when someone complained.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think the service is **good**

Staff had meetings every month to talk about how things at the service could improve.

Staff were supported to learn and receive training.

Staff felt able to raise concerns if they were unhappy with something.
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