What we think about
Forensic inpatient / secure wards

Easy read report

Address:
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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

This service is for people who the law says must be in hospital to keep them and others people safe. The wards are locked to keep people safe.

The hospital had 11 wards.

We checked this service on:

6 to 8 March and 15 March 2018.

What we think about this service

Across all the areas we checked, we think this service is good.
1. Is the service safe?

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

On two wards, sometimes staff did not look after medicines and equipment properly.

It was harder for staff at Newhaven and Ryburn to get help from staff outside quickly.

People did not have an alarm to tell staff they were needed.
The wards still had door handles that people could use to hurt themselves.

People told us that there was not enough staff to keep people safe and take people out.

Some staff had not done training to make sure they could help people in an emergency.
However:

Staff knew how to keep the service clean. They made sure things got fixed when they were broken.

Staff wrote down information about bad things that could happen and how to stop them from happening.

There was some rules to keep people safe. The rules were okay. Staff made more new rules for some people to keep them safe.
When bad things happened, staff talked to everyone to check they were okay. The hospital told everyone what would change afterwards to stop the same things from happening again.
2. Is the service effective?

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

Lots more staff had done training in laws to protect people’s rights.

It was easy for people to see health staff to make sure they were well.
The service had lots of staff who had different jobs.

Staff talked about how they did their job and what could make things better.

However:
It was hard to get help from staff qualified in speech and language therapy.
3. Is the service caring?

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

The service had lots of events for people and their carers.

Staff gave people care plans with words and pictures so that they could understand.
Staff were friendly and nice to people. They helped people be included.

However:

Staff did not always knock on people’s bedroom door before then went in.
4. Is the service responsive?

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

The service had different ways to help people get better and those who became unwell. A special nurse helped people ready to move from Newhaven.

The service had lots of space for people to do lots of different things to help them get better.

People could get information with pictures and words they could understand.
People left the hospital to live somewhere else when they were ready.

However:

Bedroom doors had a window that anyone could look through. People did not have enough privacy.

Other people could see people taking their medicines.
Some people told us they did not like the food because they thought it did not taste good and they did not have much choice.
5. Is the service well-led?

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

Everyone knew who the managers were and saw them a lot. The managers knew what they had to do.

Staff liked their jobs and were happy. They were not scared to tell someone if something bad happened.
The hospital had lots of systems to help managers know what was happening.

The managers changed things to stop bad things happening again. They told everyone about what had changed.

Staff and patients took part in research. The hospital had reviews from people to check the care people received.
What happens next?

We have not asked this service to make any changes, but we will go back to check this again in the future.

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:

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