What we think about wards for people with a learning disability or autism

Easy read report
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 have a learning disability or autism and need to stay in hospital. When we visited, five patients were staying there.

We checked this service on:

6 to 8 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 **good**.

Staff knew how to keep people safe from harm.

Staff kept the ward clean and fixed things if they broke.

Staff knew how to give people their medicine safely.
However,

Staff made rules for everyone that might not be needed.

Sometimes staff locked the room that only ladies used.
2. Is the service effective?

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

Staff asked people if they agreed with decisions about their care.

Staff followed the law and made sure they protected everyone’s rights in hospital.
However,

Staff could not easily check that people had agreed to take their medicines.
3. Is the service caring?

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

Staff were kind to people and talked to them in a way they understood.
Staff helped people to go out and do other things every day of the week.

However,

Staff did not ask people enough about what they thought about the service.
4. Is the service responsive?

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

The ward had lots of space and many different things to help people get better.
People knew how to complain about things when they were not happy.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think the service requires improvement.

Staff did not have meetings with people to talk about how things at the service could improve.

People said they did not like the food and did not have much choice of what to eat.

However,
The ward had enough different staff to help people.

Staff knew who the managers were and saw them a lot. The managers knew what jobs they needed to do.

Staff had training that helped them to do their jobs.
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:

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