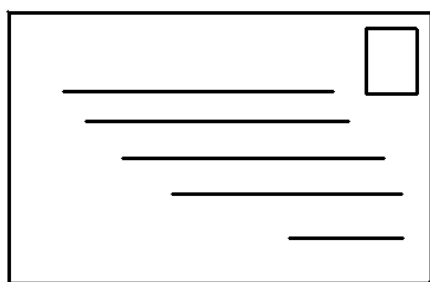


What we think about Community mental health teams for people with a learning disability and/or autism provided by East London Foundation NHS Trust

Easy read report



We inspected teams in different locations in East London and Luton and Bedfordshire.

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).

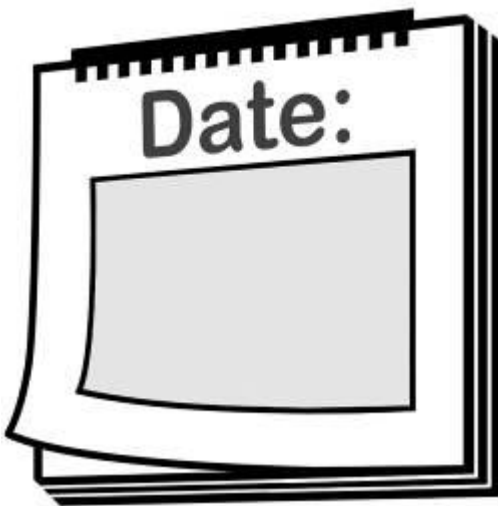
We then give the service ratings (or scores) of:

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

About this service



We visited community mental health teams for people with learning disabilities and/or autism in Luton and Bedfordshire, Tower Hamlets and City and Hackney.



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 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 knew how to keep the service clean.

2. Is the service effective?



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

People were asked if they agreed with decisions about their care and treatment.

3. Is the service caring?



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

Staff listened to what people said and helped them to make choices about their care and treatment.

4. Is the service responsive?



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

People were always helped when it was urgent.

5. Is the service well-led?



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



Managers listened to people and staff and worked hard to try and improve the service.



Staff were supported to learn and received training.

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:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**