What we think about
Orion Unit, Highbury 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 sometimes give services ratings (or scores).

For this inspection we did not give the service a rating. This is because we did not look at all of service. We only looked at Orion Unit because we needed more information about this part of the service.
Orion unit is in Highbury Hospital. When we visited, four male patients with learning disabilities were staying there.

We checked this service on:

28 June 2018
1. Is the service safe?

For the question, ‘Is the service safe?’, we think that:

Staff had the training they needed.

Patient risk assessments and management plans were good. Staff knew what each patient’s risks were.

Doctors talked to carers about patients’ medication to help them understand.

Nurses had training on how to help other staff if things went wrong on the unit.
However:

Certificates which were needed for medicine cards were not being used.

Lots of staff working on the unit only worked there sometimes. This meant they did not always know what to do when things went wrong. This made it less safe for staff.

2. Is the service effective?

For the question, ‘Is the service effective?’, we think that:

Patients had their own care plans, all about them and the things they liked to do.
Staff understood patients’ needs.

Staff helped patients with their physical health needs (for their body).

Staff with different jobs worked well together.

However:

Patients should have physical health tests once a year (for their body). Staff did not check when these should be. This meant patients might not have the tests when they should have them.
Some patients did not want staff to do their physical (body) health checks. Sometimes staff did not write down that this was the reason they had not done it.

Staff found it hard to have enough time for their one to one help meetings because it was busy on the unit.

3. Is the service caring?

For the question, ‘Is the service caring?’ we think that:

Staff were friendly and kind to patients.
Staff knew what patients liked and the best ways for staff and patients to tell each other things.

The unit had made it was easier for carers to talk to staff.

4. Is the service responsive?

On this inspection we did not look at whether the service was responsive.

We will look at this another time.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think that:

Managers tried to make the unit safer. They knew how things could go wrong and tried to stop this from happening.

Staff made changes when patients and carers were unhappy with something.

Staff helped each other.
However:

There were lots of times when patients tried to harm staff. This meant staff were less happy working on the unit.

Some staff wanted more help when things went wrong.
What happens next?

We have told this unit about some changes we think they should make so that it is 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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