What we think about
Whorlton Hall
Easy read report

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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
Whorlton Hall is a hospital.
When we visited Whorlton Hall, patients with learning disabilities were staying there.

We checked this service on:
16 November 2016

What we think about this service
Across some of 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.

Staff still had things to do in order to have the right medicines available if there was an emergency.

Sometimes staff did not keep the service clean.

Rules around stopping people going where they wanted to still needed to be put in place.
Information about what care a person had received was not always written down.

However:

Staff knew how to keep people safe from harm.

They looked at how likely something dangerous might happen and put it in a care plan.
Staff had the right equipment to use if there was an emergency.
2. Is the service well-led?

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

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

Staff checked that standards were being kept to make things better.

We saw staff were happy in their work and were being supported to do a good job.
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**