What we think about
Whorlton Hall
Wards for people with learning disabilities or autism.

Easy read report

Address:
Whorlton House
Whorlton Village
Barnard Castle
County Durham
DL12 8XQ

Phone:
01833 627278
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

The assessment and treatment unit is a type of Hospital. When we visited, nine patients with learning disabilities were staying there.

We checked this service on:
7 – 8 March 2018

What we think about this service

Across all the areas we checked, we did not rate this service.
1. Is the service safe?

For the question, ‘Is the service safe?’, we did not rate this question. We found the following:

Sometimes staff worked very long hours.

The service didn’t always check that staff training was up to date.

Staff knew how to report incidents and felt supported after incidents.
2. Is the service effective?

For the question, ‘Is the service effective?’, we did not rate this question. We found the following:

Not all staff had up to date training.

Staff supervision did not always take place as often as it should.

Managers did not record when patient leave was cancelled.

All of the care plans involved the patient’s voice and they were personalised.
3. Is the service caring?

For the question, ‘Is the service caring?’, we did not rate this question. We found the following:

- Staff were kind and caring.
- Staff knew the patients in the hospital well.
4. Is the service responsive?

For the question, ‘Is the service responsive?’, We did not look at this question during our visit.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we did not rate this question. We found the following issues:

Managers did not have plans in place to stop staff from having to work long shifts.

Managers did not have anything in place to judge the risk of working long shifts.
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