What we think about
Cygnet Whorlton Hall
Easy read report

Address:
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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, 7 patients with learning disabilities were staying there.

We checked this service on:

12-17 May 2019

What we think about this service

Across all the areas we checked, we think this service is inadequate
1. Is the service safe?

For the question, ‘Is the service safe?’, we think the service is **inadequate**

Sometimes staff did not know how to keep people safe from harm.

Sometimes staff did not know how to give people their medicine safely.

Checks to make sure the hospital was safe were not always completed.
It was not always easy to see which staff were trained to deliver safe care.
2. Is the service effective?

For the question, ‘Is the service effective?’, we think the service is **inadequate**

We saw that sometimes staff were not doing what was asked of them in care plans.

We saw that sometimes people were not asked if they agreed with decisions about their care.

However,

Staff made sure that patients had access to physical healthcare.
3. Is the service caring?

We did not rate caring because we were not able to speak to patients or carers.

Staff were not always communicating with patients in ways that they could understand.

Staff did not always store information about patients in the safest way.

However,

Staff ensured that families and carers were involved where possible.
4. Is the service responsive?

We did not rate responsive because we were not able to gather enough evidence.

People were able to choose what activities they wanted to do, including going out into the community.

Food was good quality and patients could make drinks and snacks when they wanted.
5. Is the service well-led?

For the question, ‘Is the service well-led?’, we think the service is **inadequate**

Managers were not always checking that staff were following policies.

Plans to reduce the use of restraints had been not been effective.

We found problems that managers had not identified.

However,
Staff met with patients to talk about the hospital.
What happens next?

We are taking more action against this service to keep people who use it safe.

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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