What we think about

Nottinghamshire Healthcare NHS Community mental health services for people with a learning disability or autism

Easy read report

Main address for the trust:

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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 not good).

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**About this service**

There are community learning disability teams in 9 places in Nottinghamshire. There are 4 different teams. We went to see teams in Nottingham City North and Ashfield.

**We checked this service on:**

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 had the training they needed to keep patients safe.
There was the right number of staff. They had the right number of patients to help.

Places where staff worked were clean and safe.

Staff knew about bad things which could happen to them or patients (risks). They thought about how they could make these things less likely to happen.
When bad things happened, staff told managers. They tried to stop it happening again.

Staff said sorry to patients if they did something wrong.

When patients were very ill, staff helped quickly.
Staff had training on how to keep patients safe from other people who might try to hurt them. Staff knew what to do if they were worried about this. Staff talked to social services about this when they needed to.

Staff checked if patients’ medicines were giving them problems with their body (physical health).
2. Is the service effective?

For the question, ‘Is the service effective?’, we think the service is good.

Staff looked at all the things patients needed help with. They looked at their physical health (to do with the body) and mental health (to do with the mind).

Staff helped patients in the right ways. They helped them to stay healthy.
Staff checked their work to make sure they were doing things the right way. They checked if the things they were doing with patients were helping. They thought about how they could do things better.

Patients could see staff with different jobs when they needed to. They could see staff who had special skills.

Staff with different jobs worked well together. They made sure patients got all the help they needed.
Managers helped staff to do well in their job. They had one to one meetings with staff to check if they needed help and gave them the training they needed. When new staff came to work there, managers helped them learn about what they needed to do in their job.

Staff knew about mental health laws and rules. They made sure they followed these rules.

Staff helped patients make their own choices. They wrote down when patients could not make their own choices.
However,

Staff did not always write down what help patients needed in their care plans.

All staff should have a meeting with their manager once a year. This is to talk about what they have done well and what they need to do next year. Not enough staff had these meetings.
3. Is the service caring?

For the question, ‘Is the service caring?’, we think the service is **good**.

Staff were kind and cared about helping patients. Staff helped patients to know about their care and why they needed help.

Staff asked patients and their carers what help they thought patients needed. They asked them what they thought staff were doing well and not so well.
Staff made sure patients could see an advocate. An advocate is someone who helps patients say what they think.

4. Is the service responsive?

For the question, ‘Is the service responsive?’, we think the service requires improvement.

Staff did not tell patients and carers how to say if they were unhappy with their care (complain).
However,

Patients could get help when they needed it. They did not have to wait too long to get help.

If patients did not come to their meetings with staff, staff checked if they were ok and why they had not come.

Staff helped patients at home when they could, so that patients did not need to go to hospital.
Staff knew the best ways for them and patients to tell each other things.

5. Is the service well-led?

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

Managers knew about the services they were in charge of.
Staff and patients saw managers and could talk to them if they wanted to.

Staff knew about the things the trust thought were important and its ideas about what it wanted to do.

Staff felt that managers knew how hard they worked. They said that managers helped them.
If staff were worried about something, they felt they could tell someone.

Staff did activities and thought of ideas to try and make the service better.
The trust did a good job with equality and diversity.

Equality means everyone has the same chances to do things. Some people need extra help to do things, for example if they have a disability.

Diversity means a mix of different kinds of people. For example, men and women, young and old, people with different skin colours, people with disabilities and without disabilities.

Staff could get the information they needed to do their job.
However,

Staff with different jobs had their own staff meetings. They did not talk about the same things at their meetings. So, staff with different jobs knew different things, for example things which had gone wrong, or things patients were unhappy with.

Staff checked their work to make sure they were doing things right. They wrote down what they found. But, what they wrote down was not the same as what we saw on our visits.
What happens next?

We will check this service 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:

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