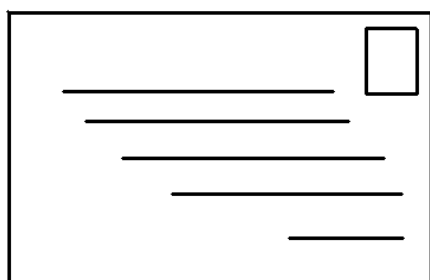


What we think about Wards for People with a Learning Disability and Autism

Easy read report



Address:

Mersey Care NHS Foundation
Trust

STAR unit, Rathbone Hospital

Wavertree Bungalow, Olive Mount
Hospital

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).

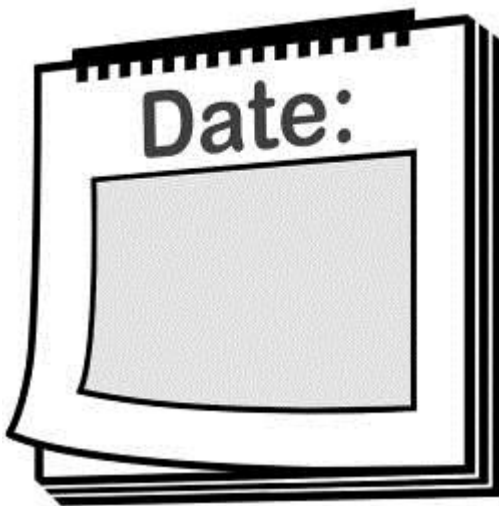
We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



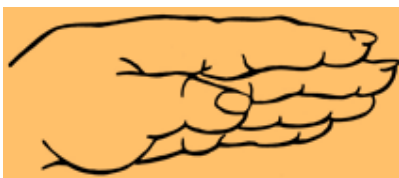
We visited the STAR unit and Wavertree Bungalow. When we visited, people with learning disabilities were living or staying there.



We checked this service on:

23 and 30 March 2017

What we think about this service



Across all 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**



Some clinic stocks were out of date.

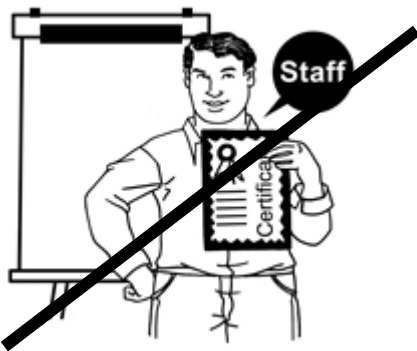
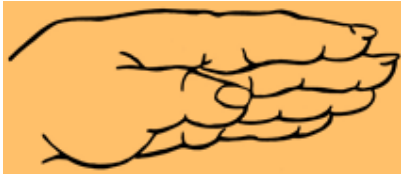


There were not always enough staff to keep people safe.



Staff knew how to keep the service clean.

2. Is the service effective?



For the question, 'Is the service effective?', we think the service is **requires improvement**

Staff at the STAR unit had not had all training they needed.

Staff at Wavertree Bungalow had not written care plans for all people with epilepsy or who needed help with moving safely.



Both services used good one page profiles about what people like and don't like.

The STAR unit followed the Mental Health Act.

3. Is the service caring?



For the question, 'Is the service caring?', we think the service **requires improvement**



Staff did not always follow people's care plans.



Staff sometimes ignored people.



Staff were caring towards people.



Families were involved.

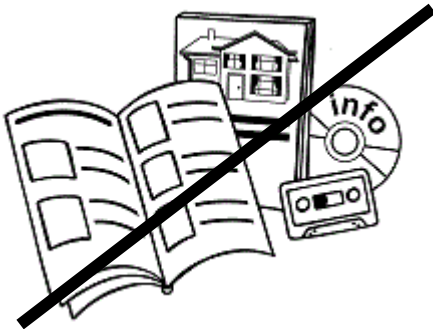
4. Is the service responsive?



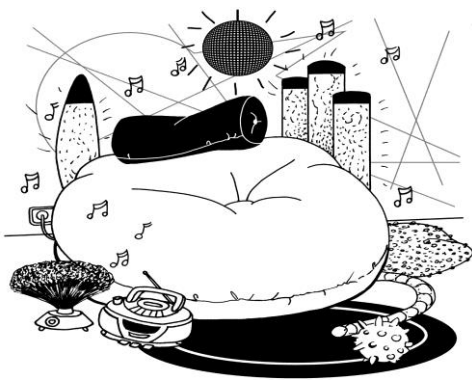
For the question, 'Is the service responsive?', we think the service is **requires improvement**



Activities were not happening for people as planned



Communication aids and tools were not always used when needed.



The STAR unit had a good sensory room.

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service **requires improvement**

Managers did not record all staff training.

Staff did not complete all observation records.

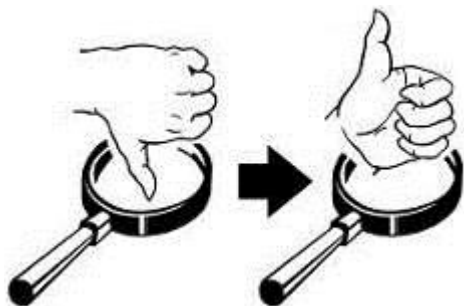


Staff had away days where they could meet as a team away from the services.



Staff knew who the managers were and how to contact them.

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**