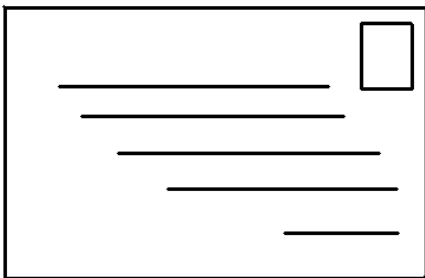


What we think about

Mersey Care NHS Foundation Trust - specialist learning disability division

Easy read report



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About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC). They look after the rights of people who need extra support to stay safe. This includes people who are kept in care under a law called The Mental Health Act.

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



These wards help support people with a learning disability and autism who require treatment in specialist and secure services.

We went to nineteen wards:

Woodview Ward 1

Woodview Ward 2

Woodview Ward 3

Gisburn Lodge

Maplewood - Coniston and
Grasmere



Maplewood - Newton and
Slaidburn

Maplewood 2

Maplewood 3

West Drive low secure unit

3 West Drive

2 West Drive

Ravenswood

Daisy Bank

North Lodge

Moor Cottage

North Lodge - Lancaster

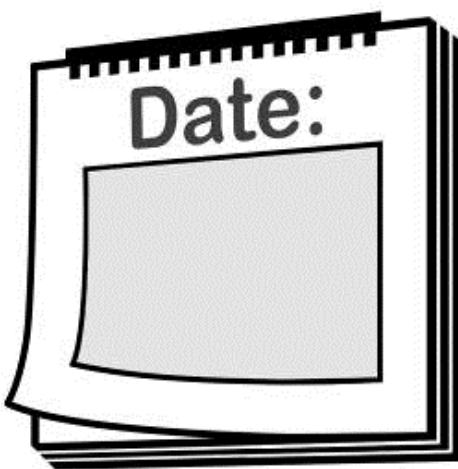
Pendle Drive

Scott House

Trentville

We checked this service on:

8 March, 20 to 24 March and 30
March 2017



What we think about this service



Across all the areas we checked, we think this service is Outstanding

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is good



Staff had done all of the training needed for their job.



All wards were clean and the environment was safe.



Wards had handovers

There were enough staff.



Everyone had a risk assessment.

Staff knew how to report incidents

There were enough doctors.



2. Is the service effective?



For the question, 'Is the service effective?', we think the service was Outstanding.

People were asked if they agreed with decisions about their care.

Staff talked to doctors to make sure people got medical help when they needed it. People had their health care needs met.

All teams had access to psychological services and other services to help people.



Care plans were done together

Everyone had a positive behavioural support plan

Staff were highly skilled to work with lots of people

Teams of staff included occupational therapists, social workers, psychologists, pharmacists, doctors and nurses

3. Is the service caring?



For the question, 'Is the service caring?', we think the service is Outstanding.



Staff were kind and caring and helpful.



People said staff listened.



Staff helped people to look after themselves and learn new things.

People had speak up groups and community meetings.



People said staff think about their opinions and views.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is
Outstanding

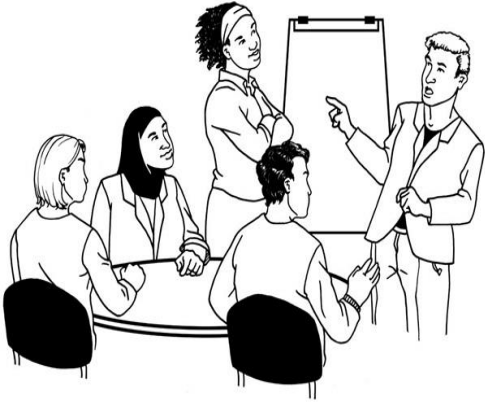


Information was easy to understand.



Staff helped people to move into other services and kept them informed.

There were lots of activities, courses and groups for lots of different people.



People made videos about the wards for new patients.

There was a championing recovery meeting and people were recovery champions on their wards.

Everyone had a moving on plan.

People had care and treatment reviews.

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **good**



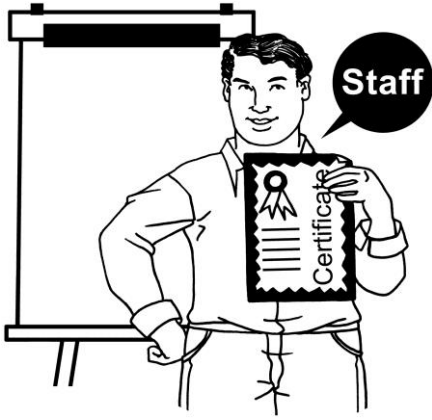
Staff had meetings with people to talk about how things at the service could improve.



Staff liked working with people on the wards.



Managers and staff got on well.



Some staff had done extra training to help them do their job better.

Staff helped people to recover.

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**