

# What we think about The Agnes Unit

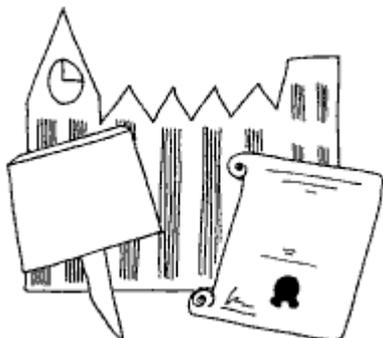
## Easy read report

Leicestershire Partnership NHS Trust The Agnes Unit	
<b>Region:</b>	East Midlands
<b>Location address:</b>	Gorse Hill Anstey Leicester Leicestershire LE7 7GX
<b>Type of service:</b>	The Agnes Unit is one of 14 services registered to Leicestershire Partnership NHS Trust. Found in Leicester, it is a NHS organisation.
<b>Date the review was completed:</b>	December 2011
<b>Overview of the service:</b>	The Agnes Unit has 20 beds. 12 are for <b>assessment</b> (checking) and treatment and 8 are for intensive support and rehabilitation.

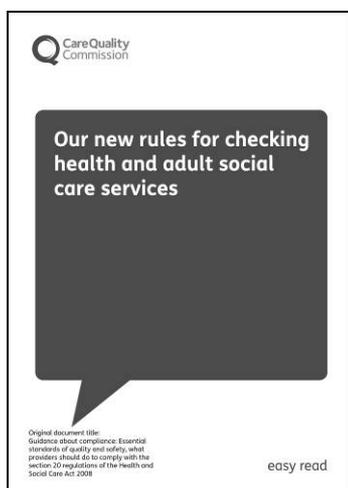
	<p>The Agnes Unit offers care for adults, who need to stay over night, with learning disabilities and mental health problems.</p> <p>People come into the service under the law, the Mental Health Act 1983 or by putting themselves there.</p> <p>There are 5 small units with their own living area and garden. There are also special therapy areas to help patients with day-to-day living, including kitchen and laundry areas and a garden.</p> <p>The Agnes Unit is allowed to offer the following:</p> <ul style="list-style-type: none"><li>• Treatment of disease, disorder or injury</li><li>• Diagnostic and screening procedures</li><li>• Assessment or medical treatment for persons <b>detained</b> (kept at the unit) under the Mental Health Act 1983</li><li>• Housing for people who need nursing or personal care</li><li>• Housing for persons who need treatment for drugs or alcohol</li></ul>
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Telephone: **03000 616161** or Email: **enquiries@cqc.org.uk**

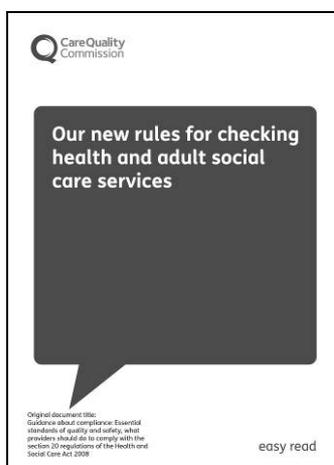
# Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



We register services that meet the standards.

We check services keep doing things right so people feel safe.

# How we checked if The Agnes Unit was doing things right



We asked people and their supporters for their views.



We watched to see how staff treated people.



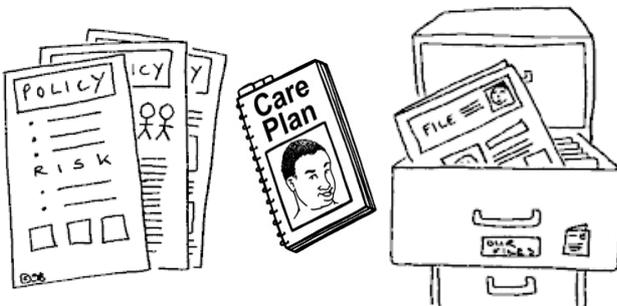
**Experts by experience**  
(someone who uses services or a family carer. They help us find out what services are really like) came with us to find out from people what it was like on The Agnes Unit.



**A professional advisor** (a person, who does not work for the Care Quality Commission, who works in a similar type of service) came with us to find out from people what it was like to stay on The Agnes Unit.



We asked friends and family of people who use the service what they thought.



We looked at policies, records and care plans.



We thought about what we learnt.  
  
We decided what The Agnes Unit was doing right and what it was not doing well.

# What we found out about The Agnes Unit



## What they were doing right on The Agnes Unit



Before a person moves to The Agnes Unit their needs are checked.



Everyone had a care plan that told us how people liked to be supported by staff and showed us that people were encouraged to make choices.



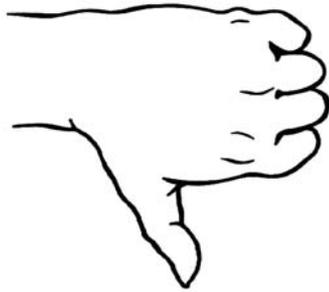
Good interactions were seen between the staff and the people they supported.



People were supported by staff to see the doctor and other people they need to see.



Staff had been given training on how to keep people safe.



## **What The Agnes Unit was not doing well**



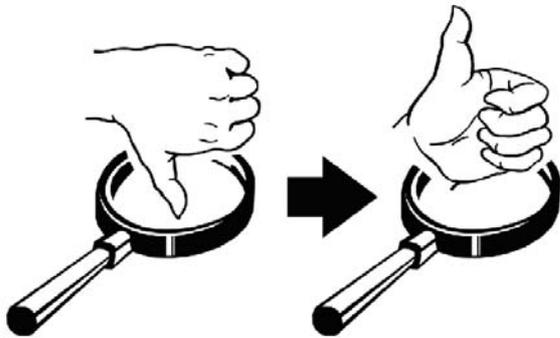
People had care plans but they did not record if people agreed to and understood them.



Care plans were not offered in other formats, such as easy read, which meant that some people might not be able to understand their care plans.



People's files had lots of information that was not organised very well, making information hard to find.



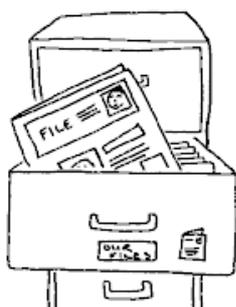
## **What The Agnes Unit needs to do to make things better**



Care plans should record if people agree to and understand their care plans. If people do not understand their care plans this should be recorded.



Care plans should be offered in other formats, such as easy read, so that people can understand their care plans.



People's files should be better organised so that information can be found easily.

## What some words and pictures mean

Owner

The person or organisation that owns the service.

Staff

People who work at the service and help people who use it.

Essential standards

The most important rules about how a service should keep people safe and meet their needs.



People should have a written plan about how they will stay healthy.

Other professionals

This may include Social workers/care managers/Police