

# What we think about Roseberry Park

## Easy read report

<b>Tees, Esk and Wear Valleys NHS Foundation Trust Roseberry Park</b>	
<b>Region:</b>	North East
<b>Location address:</b>	Roseberry Park, Marton Rd, Middlesbrough, TS4 3AF
<b>Type of service:</b>	Hospital services for people with mental health needs, learning disabilities and problems with drugs and alcohol.
<b>Date the review was completed:</b>	October 2011
<b>Overview of the service:</b>	On Roseberry Park there are 75 beds that are used for the assessment and treatment of people with a learning disability in a low secure environment.

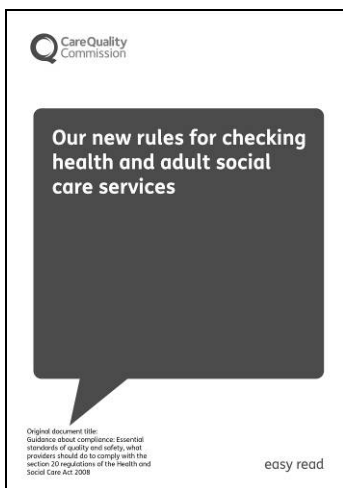
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Telephone: **03000 616161** or Email:  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

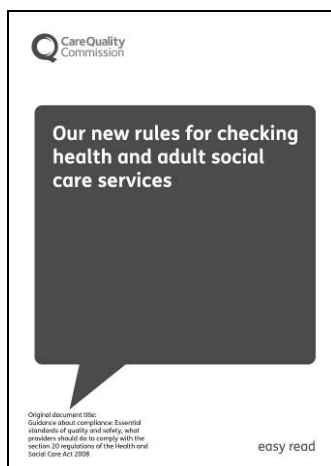
# Introduction



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 Roseberry Park was doing things right



We asked people and their supporters for their views.



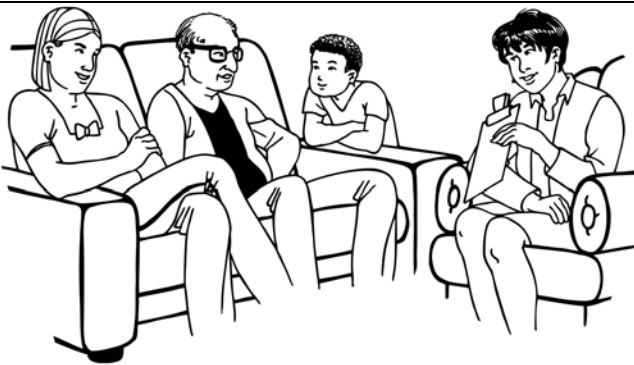
We watched to see how staff treated people.



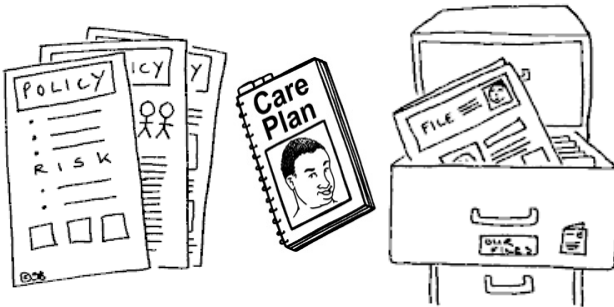
**Experts by experience** (someone who uses services or a family carer. They help us find out what services are really like) came with us to find out from people what it was like at Roseberry Park.



A **professional advisor** (independent professional person who works in a similar social care setting) came with us to find out from people what it was like at Roseberry Park



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 Roseberry Park was doing right and what it was not doing well.

# What we found out about Roseberry Park



**What they were doing right at Roseberry Park**



Before a person moves into the hospital their needs are thought about.

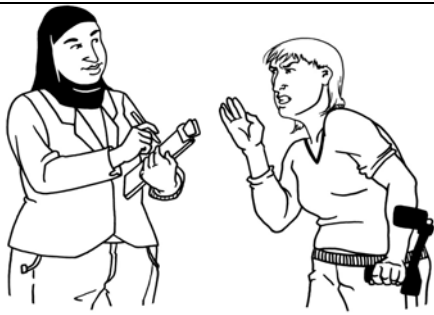


The hospital gives people information about what it is like to live there.



People get the right care and support in a safe way.

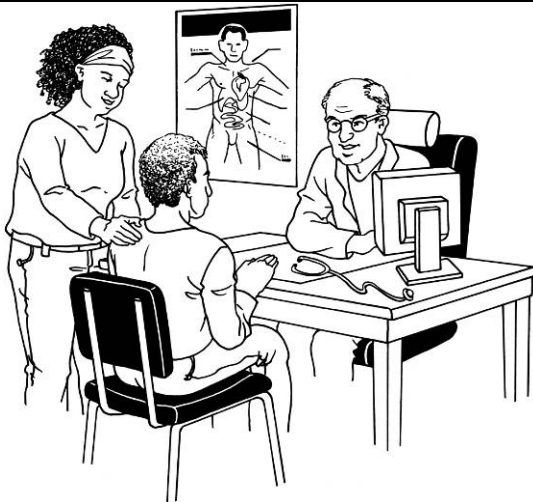
The records we saw were up to date.



Staff listen to comments people make about their care.



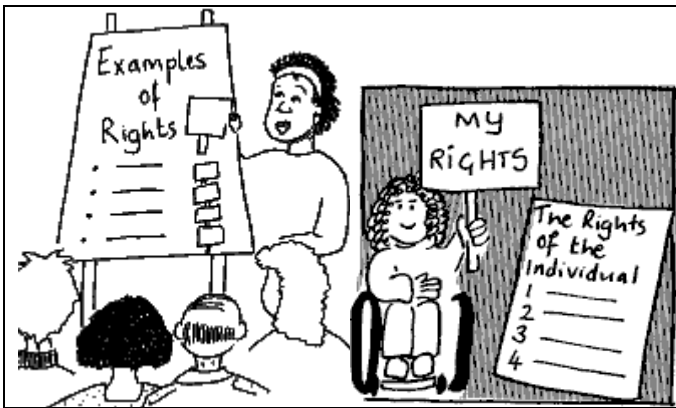
Staff get training to meet peoples needs.



People are supported by staff to see the doctor and other professionals they need to see.



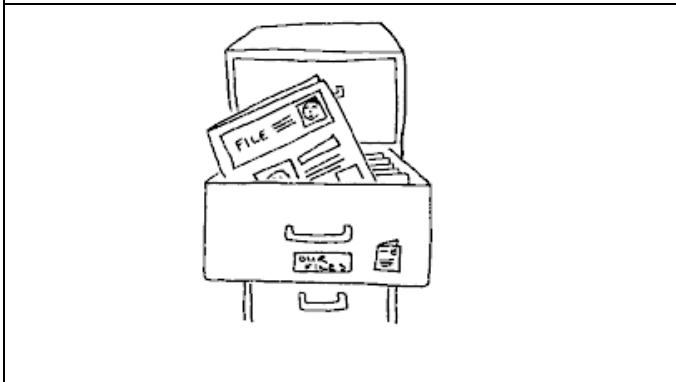
People have Health Action Plans that say what they need.



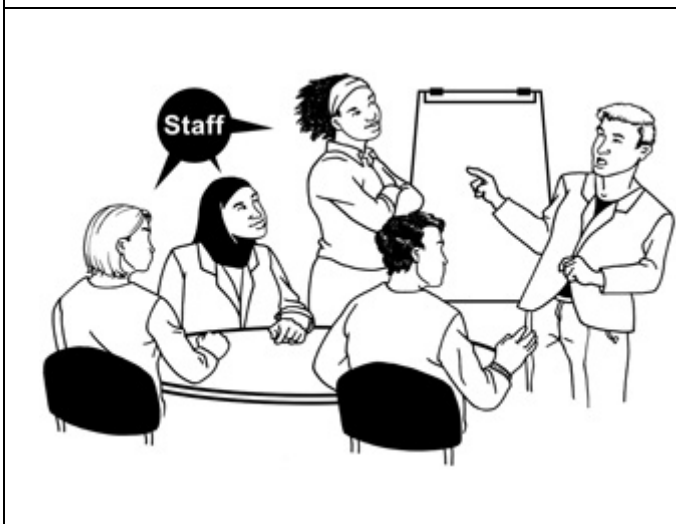
People's rights are respected by the staff.



Staff make people feel safe.



Instructions are available for staff to follow.

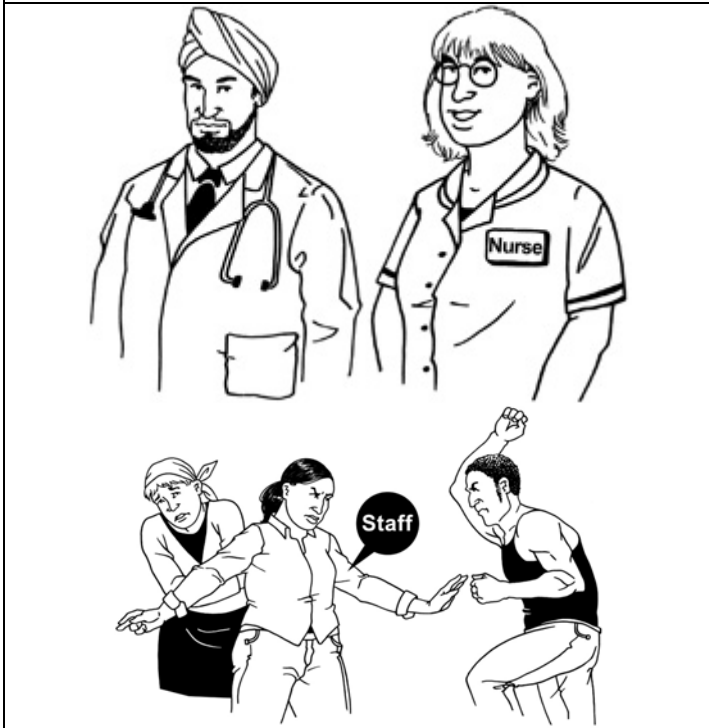


Staff are trained to keep people safe.

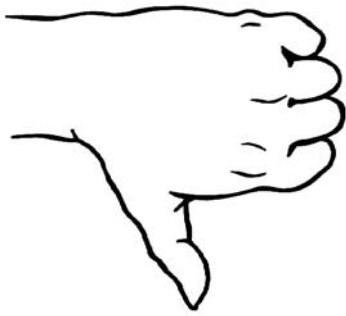




Record keeping is good and helps to keep people safe.



The hospital uses other professionals to keep people safe when needed.



**What Roseberry Park was not doing well**



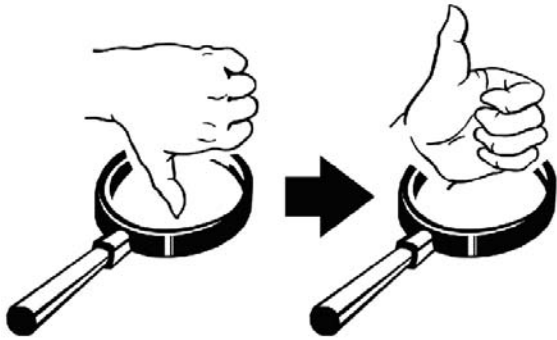
Staff shortages sometimes meant leave is cancelled.



Sometimes activities are cancelled.



One policy needs to be changed.



## What Roseberry Park needs to do to make things better



The hospital should have more staff so people can visit their families when it is planned.




The hospital should have enough staff to make sure activities are not cancelled.



One policy should be changed.

## 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 rules about how a service should keep people safe and meet their needs.
 A black and white line drawing of a man in a short-sleeved button-down shirt and trousers, pointing with his right hand towards a large clipboard. The clipboard has a photo of a man on it and the text 'Health Care Plan' written on it. The clipboard is tilted upwards.	People should have a written plan about how they will stay healthy.
Other professionals	This may include Social workers or care managers or Police