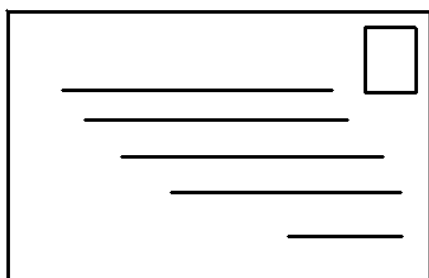


What we think about

Community mental health services for people with learning disabilities at Derbyshire Healthcare NHS Foundation Trust

Easy read report



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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:

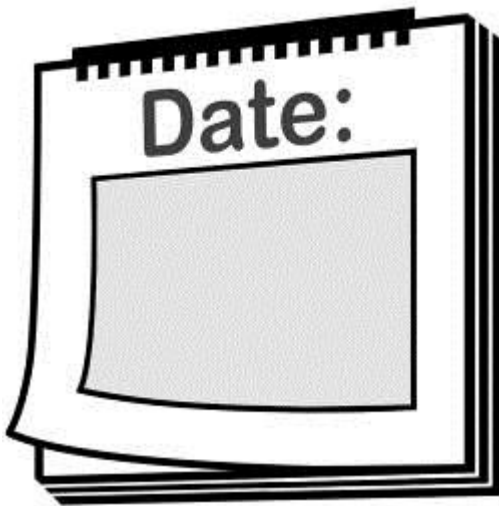
- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



Derbyshire Healthcare NHS Foundation Trust provide community mental health services for people with learning disabilities, and looks after these people in their own homes.

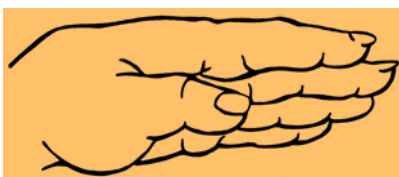
When we visited, the service looked after many patients with learning disabilities who lived in their own homes.



We checked this service from:

6–10 June 2016

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 is **good**



Staff knew how to keep people safe from harm.



Staff knew how to keep the service clean.



Staff knew how to give people their medicine safely.

2. Is the service effective?



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

Staff talked to doctors to make sure people got medical help when they needed it.

But sometimes people were not asked if they agreed with decisions about their care.

Sometimes people did not have information about their care needs and how care and support would be given.

3. Is the service caring?



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

Staff were friendly and treated people with respect.

People could ask for an advocate (someone to speak on their behalf) if they needed to.

Staff talked to people about how they felt about the service.

4. Is the service responsive?



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



People knew how to make a complaint and were happy with how staff were dealing with their complaints.



But people had to wait a long time to get help from psychologists and speech and language staff.



Sometimes, staff were not able to speak privately about people's care in one of the staff rooms.

5. Is the service well-led?



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



Staff had meetings every week to talk about how things at the service could get better.

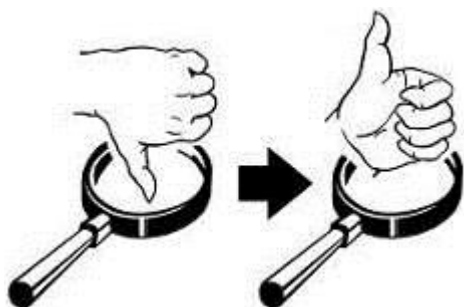


Staff were supported to learn and receive training.



The managers had meetings every month to check that standards were being kept.

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**