

What we think about Lancashire Care's mental health acute wards



Easy read report summary



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Lancashire Care NHS Trust have 17 mental health acute wards in five hospitals.

Patients stay on an acute ward when they are mentally ill and need hospital care.

Some of the wards cared for patients who needed extra support or needed watching more closely.

The five hospitals are:

- The Orchard at Lancaster
- The Harbour in Blackpool
- Scarisbrick unit at Ormskirk
- Royal Blackburn Hospital
- Chorley Hospital

We checked to see if staff were giving good care to patients.

We checked all 17 mental health wards. We spoke with 51 patients and 76 staff on the wards.



About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social service gives good care to patients.

We give them a score of:

- Very good
- Good
- Poor
- Very poor

What we think about this service



We checked this service between
17 June and 21 June 2019.



We think this service is **very poor** across all the areas we checked.

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is very **poor**



There were not always enough staff to care for patients.



Not all staff were not trained in life support.



Staff did not always check when they give patients their medicine.



Patients were smoking in the hospital when they were not allowed to.



BUT

Staff know how to keep patients safe from danger.

2. Does the service do its job well?



For the question, 'Does the service do its job well?', we think the service is **poor**

Staff were not following the rules when patients had epilepsy.



The hospital's policy did not follow the rules when people could not make decisions for themselves.



Staff did not always have the right training to support patients with learning disability and autism.



BUT

Staff worked together to make sure patients got the right care.

3. Is the service caring and supportive?



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

Staff were kind to patients.

Staff asked patients how their care could get better.

BUT

Staff did not always know how to support patients if they had autism.

4. Does the service meet patient's needs?



For the question, 'Does the service meet patients' needs?', we think the service is **poor**



Patients had to wait to get a hospital bed because there were not enough beds.



Patients on some wards could not get outside for fresh air easily.



Ward leaflets were not easy to read.



BUT

Staff supported patients to complain.



Patients liked the food.

5. Do managers run the service well?



For the question, 'Do managers run the service well?', we think the service is **very poor**

The managers did not always support staff.



Managers were not always checking to make sure patients got safe and good care.



Staff did not always have meetings to learn and make patient support better.



Managers were not always checking that staff were working within the rules, especially the Mental Health Act.

What happens next?

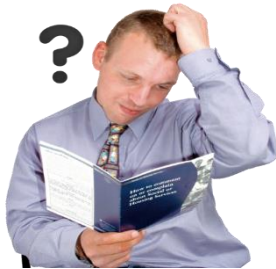


We told this service that it must make changes and we told managers when they needed to do this by.

We sent managers a strongly worded letter (called a warning notice) because they were not following all the rules that hospitals should follow.

We will go back to check this service again to see if the improvements have been made.

How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**

If you find any of the words in this report hard to understand, ask your family or a friend or a member of staff to help you.