

What we think about

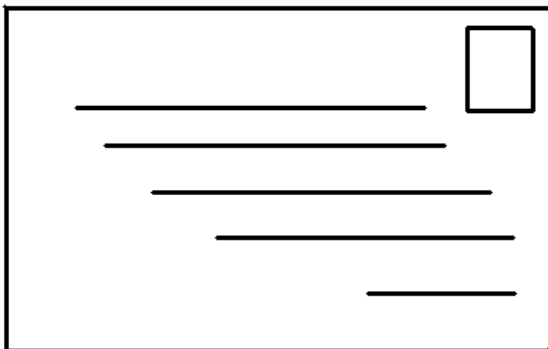
Derbyshire Healthcare NHS

Foundation Trust

Community Learning Disabilities

Services

Easy read report



Learning disabilities team community bases:

St Andrews House- Derby

Amber Valley- Belper

Erewash- Long Eaton

Derby City- Derby

Derby Dales- Ashbourne

Southern Derbyshire-
Swadlincote

About the Care Quality Commission



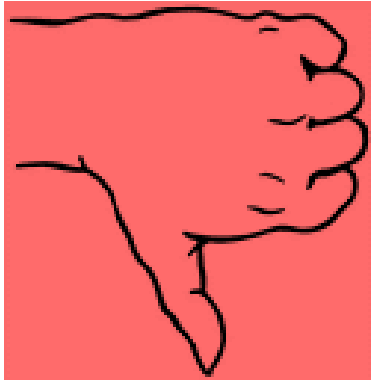
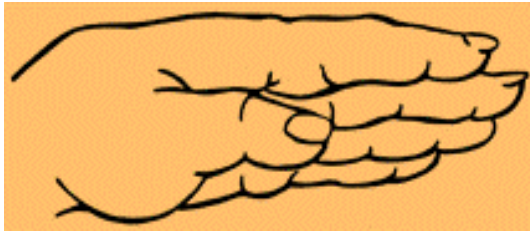
We are an organisation called the Care Quality Commission (CQC).

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 not good).

About this service



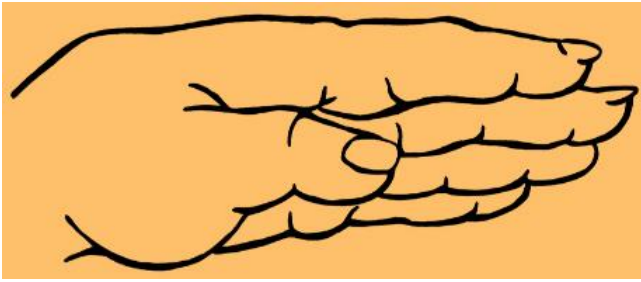
The learning disabilities service is a community based service. This means patients stay at home, not in hospital and staff come to see them.



We checked this service on:

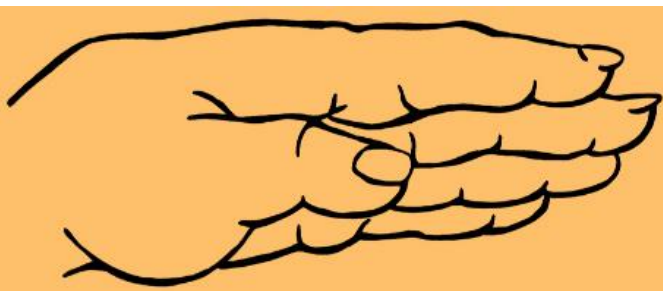
12-14 June 2018

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 **requires improvement**



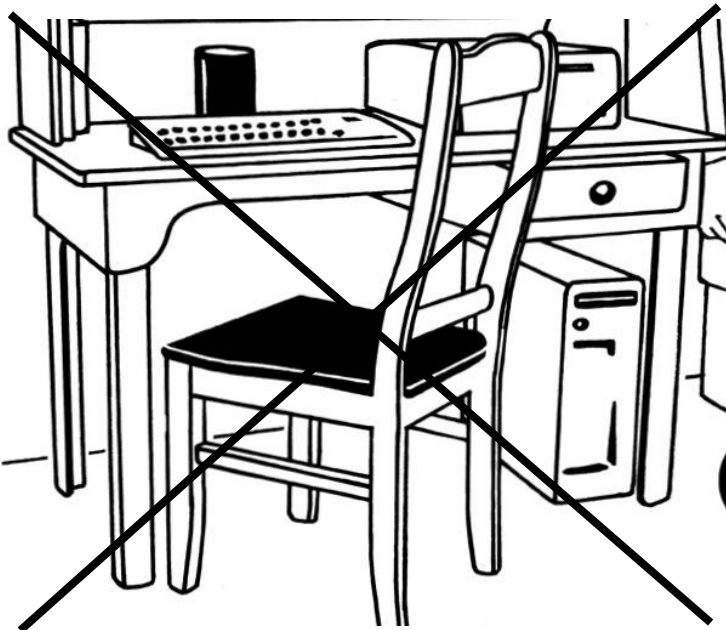
Staff had not written down risks (bad things that might happen) and plans of what to do for all patients.



Staff notes about patients were not always up to date.



Medicine cards did not always say if patients could not have something because it made them ill (an allergy).



There were not enough desks for staff to sit at.



There were not enough staff to do all the work.

This was a big problem for speech and language therapy staff.

Patients had to wait a long time for speech and language therapy.

However



Most staff thought they had the right amount of work to do.



Patients could see a doctor when they needed to.

Physical health care (for the body) was good.



Staff checked if patients who were waiting for their first meeting with the service were ok.

If they were not ok, staff met them sooner.



Staff were good at keeping patients safe from harm.



Staff did the training they needed.

2. Is the service effective?



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

Staff knew about mental health laws.

They wrote down if patients could not make some choices themselves and if staff and carers had to make choices for them.

Care plans were written in a way that made them easy for patients to read.



There were lots of different sorts of help for patients.



Staff checked if notes were written how they should be. If there were mistakes in them staff talked about it in meetings.

However

What patients thought and wanted was not always written in their care plans.

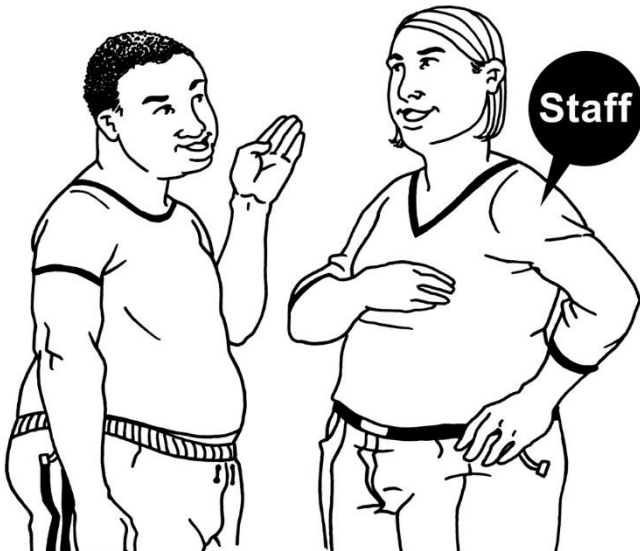
Staff did not write down if they gave a patient's care plan to their carer.



2. Is the service caring?



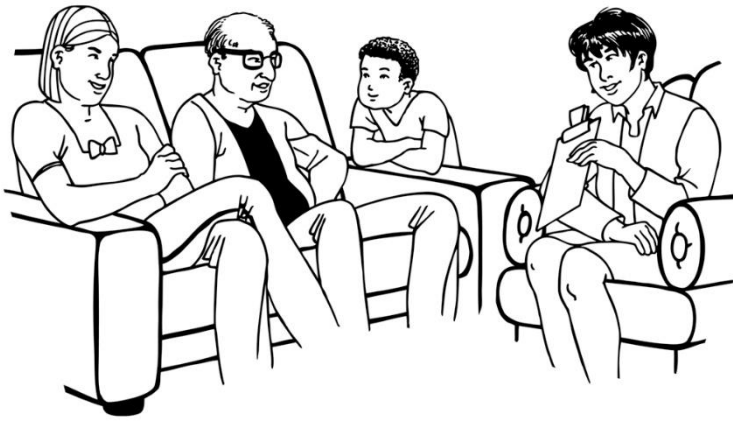
For the question, 'Is the service caring?', we think the service is **good**



Staff were caring. They knew patients well.



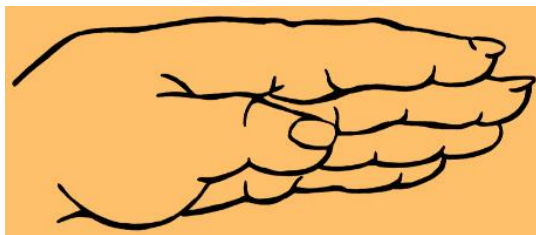
Staff used different ways of telling patients things and listening to them.



Staff asked patients and carers what they thought about the service and how it could be better.

Staff asked patients and carers to write down what they thought and had meetings with them.

3. Is the service responsive?



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



The evening and weekend services were stopped sometimes because there were not enough staff to work there.



However

There was the right amount of time between the service being asked to help a patient and staff meeting them for the first time.

Patients could say where they wanted to go to meet staff.

Staff listened to patients and carers if they were unhappy with something. They made changes to try and make things better.

4. Is the service well-led?



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



Staff had help to learn new things and be better at their jobs.

Managers said thank you when staff worked hard or did something good.



The service had ideas about how it wanted to make things better.



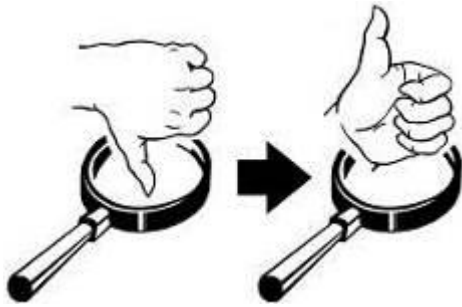
However

Staff were unhappy because there are not enough of them to do all the work.

Some staff thought that managers do not know about learning disabilities services which made them unhappy.

Staff had problems using the computers which they needed to do their work.

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