

What we think about Cygnet Chesterholme



Easy read report summary



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Cygnets Chesterhome is a mental health hospital for people with learning disabilities.



There was one ward where upto 26 men and women patients can live.

There were only 10 patients when we went.

Some patients were sectioned.

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

We checked the ward.

We spoke with 5 patients and 10 staff at the hospital.



About the Care Quality Commission



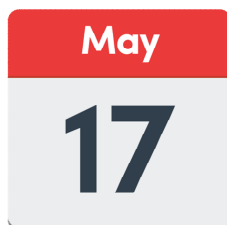
The Care Quality Commission (CQC)

checks if every health and social service gives good care to people.

We give them a score of:

- Outstanding (meaning very good)
- Good
- Requires improvement (meaning it needs to get better)
- Inadequate (meaning very poor)

What we think about this service



We checked this service between

12 and 17 May 2019



We think this service is **inadequate**
(meaning very poor).

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is **inadequate** (meaning very poor).

Staff were restraining patients more regularly and patients' support plans were not up-to-date.



Not all staff were trained in life support.



Lots of staff had left so patients had to get used to new staff.



Managers had not updated policies.

BUT

Staff had received basic training to care for patients.

2. Does the service do its job well?



For the question, 'Does the service do its job well?', we think the service **requires improvement** (meaning it needs to get better)



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



Staff were not trained in supporting patients who had epilepsy.



Not enough staff could use Makaton.



BUT

Staff checked that patients got the right food for them.

3. Is the service caring and supportive?



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

Staff supported and cared about patients and respected their choices.

Staff let patients choose what activities they wanted to do.

Staff helped patients to have a say in their care.

4. Does the service meet people's needs?



For the question, 'Does the service meet people's needs?', we think the service is **good**

Staff planned ahead for patients to leave hospital and found places for patients to live when they left hospital.

Staff made adjustments to meet each patients' needs.

Staff listened to people if they want to talk or complain about something.

5. Do managers run the service well?



For the question, 'Do managers run the service well?', we think the service is **inadequate (meaning very poor)**.

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

Managers did not keep good records about new agency staff when they started.

We found things that the managers had not found on their regular checks.

Staff were still following old policies from when the hospital was run by Danshell.

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 'special measures' letter) 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.