

# What we think about Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust's wards for people with a learning disability and / or autism



## Easy read report summary

Please print each page on one side of paper



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Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has three assessment and treatment services for adults with a learning disability or autistic people.



The service is for people who are experiencing mental health needs and difficulties with behaviour where other services are not able to meet their needs and keep them safe.

## About the Care Quality Commission



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

## What we think about this service



We checked this service between  
**16 July 2024 to 12 September 2024.**



We think this service requires improvement (meaning it needs to get better).

# 1. Is the service safe?



For the question, 'Is the service safe?', we think the service requires improvement (meaning it needs to get better).



Staff did not always have training about how best to support people.



Staff did not always respond to safeguarding concerns to keep people safe.



Medicines were managed safely, including people managing their own medicines.

## 2. Is the service effective?



For the question, 'Is the service effective?', which means does it do its job well, we think the service is requires improvement (meaning it needs to get better).



People did not always have person centred care.



Staff did not always work together to make sure people got the right help when they needed it.



Staff made sure that they monitored whether people were getting better.

### 3. Is the service caring?



For the question, 'Is the service caring?', which means does it support and respect people, we think the service is requires improvement (meaning it needs to get better).



Staff did not always treat people with kindness, compassion and dignity.



Staff did not always make sure people were washed and dressed in suitable clothing.



People spent time visiting places they enjoyed and doing nice activities.

## 4. Is the service responsive?



For the question, 'Is the service responsive?', which means does it meet people's needs, we think the service is requires improvement (meaning it needs to get better).

People had been at the service a long time and families and carers were not always involved in the discharge planning.

People and their families did not always feel listened to.

People had access to activities and the local community



## 5. Is the service well-led?



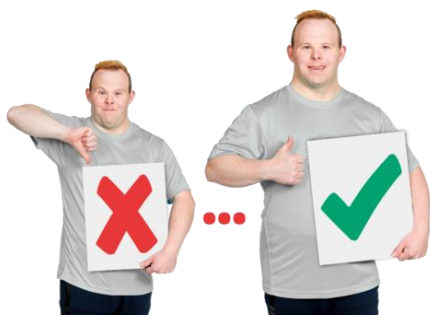
For the question, 'Is the service well-led?', which means do managers run the service well, we think the service is requires improvement (meaning it needs to get better).

Staff did not always feel supported by managers.

Staff did not work together to make sure people got the best care.

Staff knew what was important about working for the trust and their values.

## What happens next?



We told the managers of this service that they must make changes and when they needed to do them by and asked them to send us an action plan of how they would do this.



We will go back to check this service again.

# 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](mailto:enquiries@cqc.org.uk)**

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