

# What we think about Sheffield Health and Social Care NHS Foundation Trust's learning disability ward



## Easy read report summary

Please print each page on one side of paper



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Sheffield Health and Social Care NHS Foundation Trust has one assessment and treatment service 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.

The service is at:

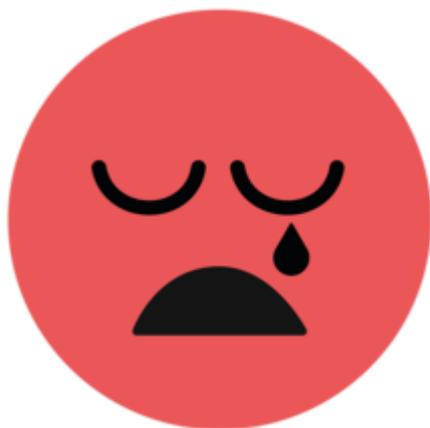
- 32, Firshill Rise, Sheffield, South Yorkshire, S4 7BW

## About the Care Quality Commission



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

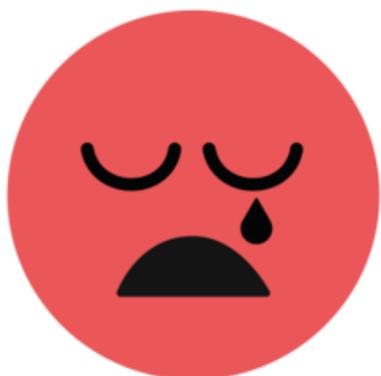
## What we think about this service



We checked this service between **28 April 2021 to 10 May 2021.**

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 did not have training about how best to support people.

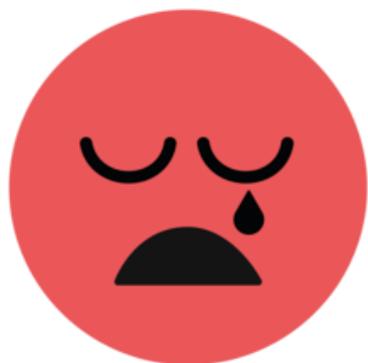


Staff did not respond to safeguarding concerns to keep people safe.



Medicines were not managed safely, including people managing their own medicines.

## 2. Is the service effective?



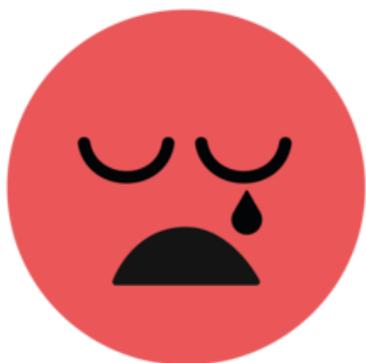
For the question, 'Is the service effective?', which means does it do its job well, we think the service is inadequate (meaning very poor).

People did not have person centred care.

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

Staff did not have the right skills and training to support people at the service.

### 3. Is the service caring?



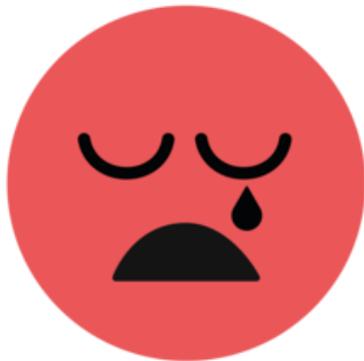
For the question, 'Is the service caring?', which means does it support and respect people, we think the service is inadequate (meaning very poor).

Staff ignored some people's requests for food and drink.

Staff talked amongst themselves and did not engage with people.

Peoples' families and carers were not involved in the care of their relatives including meetings.

## 4. Is the service responsive?



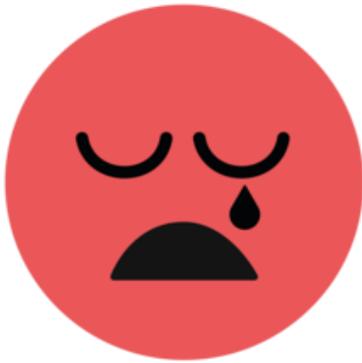
For the question, 'Is the service responsive?', which means does it meet people's needs, we think the service is inadequate (meaning very poor).

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

People were not supported to do activities ready for discharge.

The service did not plan for people whose first language was not English.

## 5. Is the service well-led?



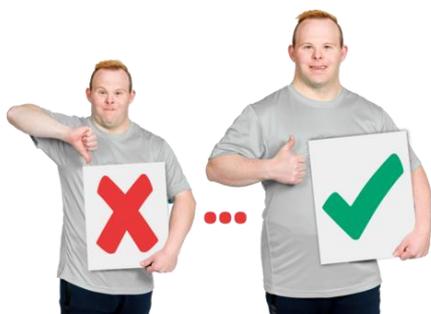
For the question, 'Is the service well-led?', which means do managers run the service well, we think the service is inadequate (meaning very poor).

Staff did not always feel supported by managers.

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

Changes were not made following meetings.

## What happens next?



We told the managers of this service that they must make changes and when they needed to do them by. We also told them that they could not care for any new people until they had improved.



We will go back to check this service again.

# How to contact CQC



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Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto: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.