

What we think about Castlebeck Care (Teesdale) Ltd

Easy read report

Castlebeck Care (Teesdale) Ltd	
Winterbourne View	
Region:	South West
Location address:	Winterbourne View Vantage Park Old Gloucester Road Bristol BS16 1RS
Type of service:	Independent healthcare provider
Date the review was completed:	2 June 2011
Overview of the service:	Winterbourne View was an independent provider of health care and support for adults who have learning disabilities and other needs. They may also have been kept in care by a law called the Mental Health Act.

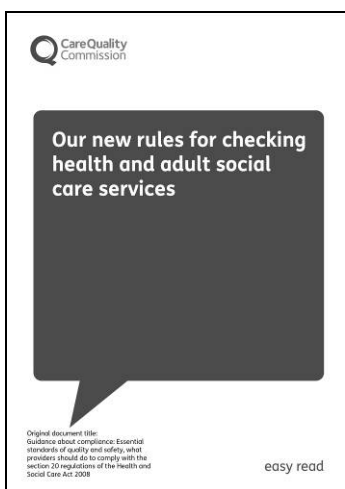
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Telephone: **03000 61 61 61** or Email: **enquiries@cqc.org.uk**

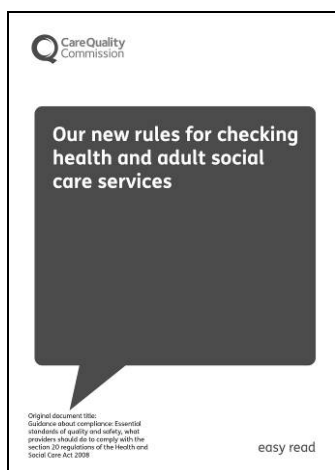
Introduction



The law says that health and social care services must meet essential standards. This is so that people know what to expect from health and social care services.



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



We register services that meet the standards.

We check services keep doing things right so people feel safe.

How we checked if Winterbourne View was doing things right



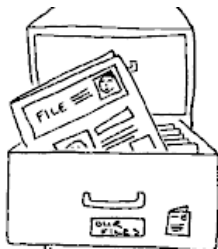
We asked 10 people who lived at Winterbourne View for their views.



We watched to see how staff treated people.



We asked staff for their views and talked to the managers.

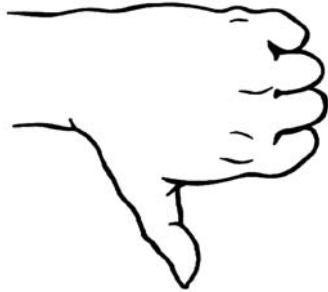


We read some records and notes about people who lived there.



We thought about what we learnt. We decided that the owner of Winterbourne View was not doing enough to protect the people who use this service from unsafe care.

What we found out about Winterbourne View



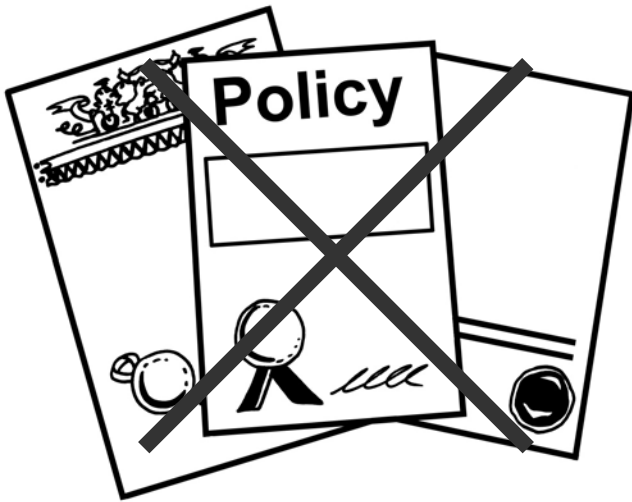
What Winterbourne View was not doing well



The managers did not tell us about important things that happened at the service, like people getting injured. They did not tell us when some people left the house without permission.



The ways that the service planned and delivered care did not meet the needs of people who used the service.



The systems that the service used to check the quality of care were not good enough.



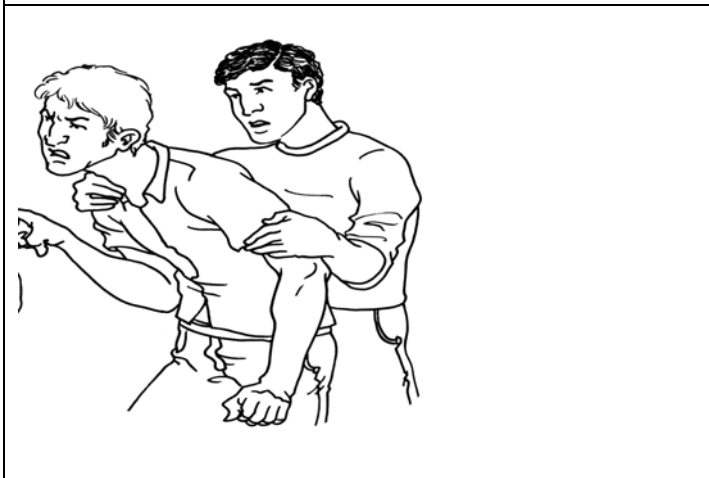
The managers were not able to deal with any problems that could affect the health and safety of people who used the service. This included people being abused.



They did not reply to some of the complaints made by people who used the service. This included complaints about abuse.



When managers looked into the poor behaviour of staff, they did not do this carefully enough to keep people safe.



Staff sometimes held people down in a way that is not legal.



The service did not make sure that it only gave jobs to people with the right skills. It did not manage staff properly, and it did not give them the right sort of training.



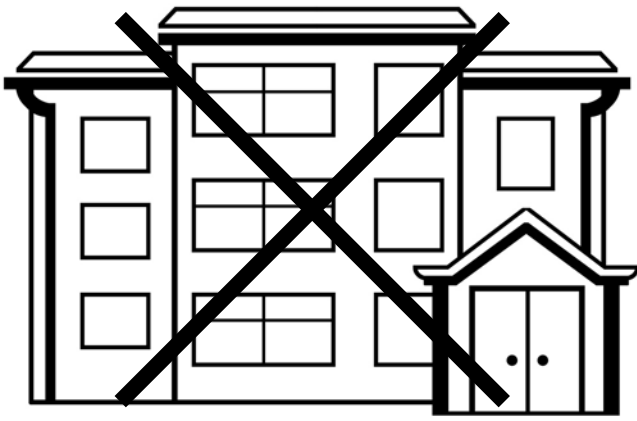
Action we have taken against the service at Winterbourne View to make things better for people



We stopped any more people coming to stay at the service.




We worked with the council and the NHS to make sure that people were kept safe until they went to live in a new place.



Because we were still so concerned about what we found, we stopped the owner from running any more services at Winterbourne View.

What some words and pictures mean

Owner	The person or organisation that owns the service.
Staff	People who work at the service and help people who use it.
Essential standards	The most important rules about how a service should keep people safe and meet their needs.
	People should have a written plan about how they will stay healthy.