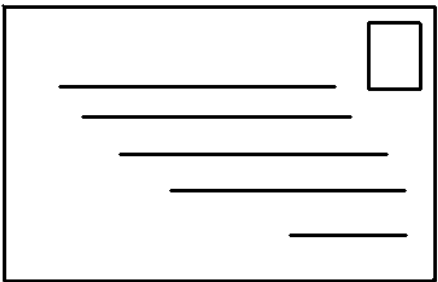
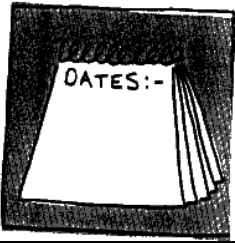
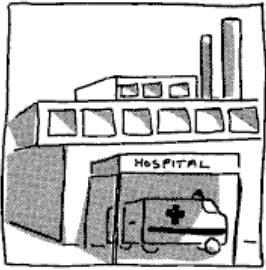





# What we think about

## Eastway

## Easy read report

	<p><b>Address:</b></p> <p>Executive Suite,</p> <p>Countess of Chester Health Park</p> <p>Liverpool Road</p> <p>Chester CH2 1UL</p>
	<p><b>Date the inspection was done:</b></p> <p>September 2013</p>
	<p>Eastway is an inpatient hospital based services for people with a learning disability. They asses and treat people who may or may not be detained under the Mental Health Act 1983.</p>

	<p>They can treat and assess up to ten people. On the day of our inspection visit two people were being cared for and treated.</p>
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  	<p>If you would like this report in another format or language or you want a copy of the full report please contact us.</p> <p>Telephone: <b>03000 61 61 61</b></p> <p>Email: <b><a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></b></p>
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# 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.




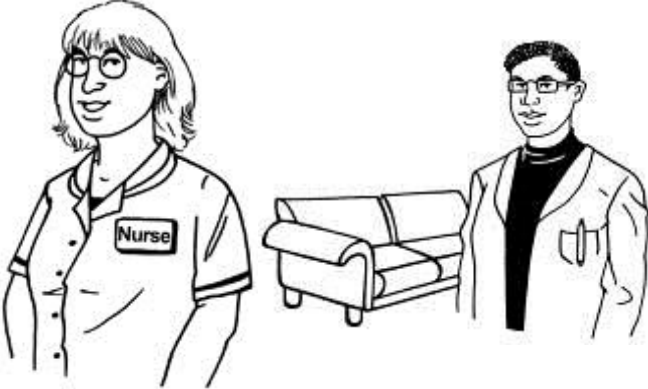



We, the Care Quality Commission, have made rules about what people can expect when services are meeting the essential standards.



Services have to ask to be on one of our lists so they can offer care to people.

Being on our list means we check them to make sure they keep doing things right so people feel safe.

	<h2>How we checked Eastway</h2>
	<p>A professional advisor (someone who works in a similar type of service and does not work for the Care Quality Commission) came with us to find out from people what it was like at Eastway.</p>
	<p>We asked people and their supporters for their views.</p>
	<p>We asked people who know the service, such as social workers and nurses, what they thought.</p>
	<p>We asked staff and managers for</p>

 <p>A black and white line drawing of a staff member, a woman wearing a headscarf and an apron, pointing her finger upwards while talking to a man. A speech bubble above her head says "Staff".</p>	<p>their views.</p>
 <p>A black and white line drawing showing two spiral-bound books labeled "Policy" and one spiral-bound book labeled "Care Plan" with a portrait of a man on the cover.</p>	<p>We looked at policies, records and care plans.</p>
 <p>A black and white line drawing of a person sitting in a chair while a staff member, a man, stands next to them. A speech bubble above the staff member says "Staff". Another person is standing to the left, holding a magnifying glass and looking at the staff member.</p>	<p>We watched to see how staff treated people using the service.</p>
 <p>A black and white line drawing of a man holding a folder labeled "Annual Review". Above him is a thought bubble containing a thumbs up and a thumbs down gesture.</p>	<p>We thought about what we learnt.</p> <p>We decided what Eastway doing right and what it was not doing well.</p>

## What we found out about Any\_home



### What they were doing right at Eastway



Before a person moves into Eastway their needs are checked.



The person and people important to them are asked what they think.



Staff listen to what people say about the care they get.

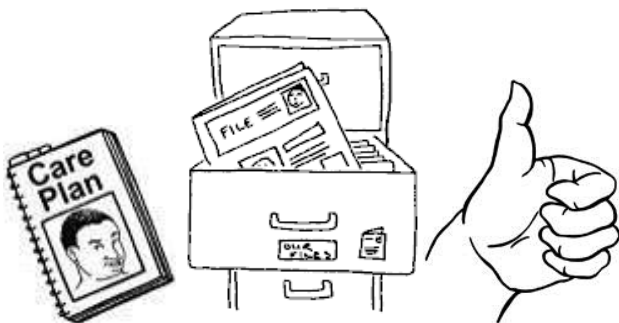


Staff help people to make healthy living choices.

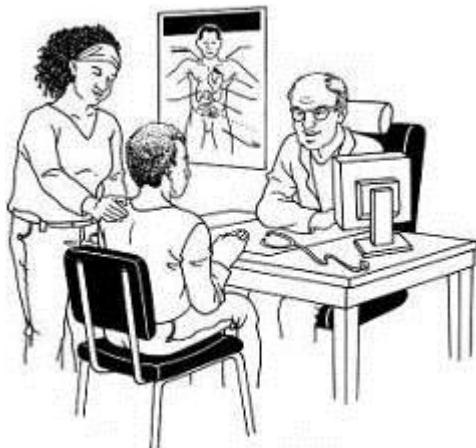


Patients had access to an **advocate**.

An **advocate** is someone who speaks up for you.



People's care plans and other records were up to date.



People got support to see the doctor and other people they need to see.



Patients had Health Care Plans that said what care they needed.



Staff helped make people feel safe.



Eastway uses other professionals to keep people safe when they need to.



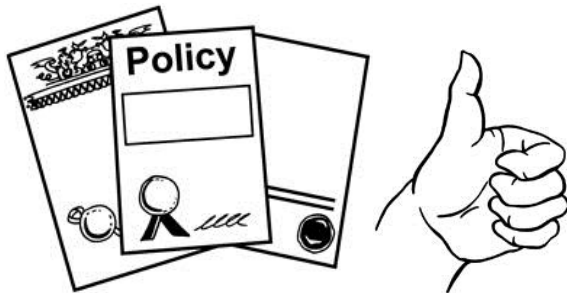
People got the right care and support in a safe way.



People know who to tell if they don't feel safe.



There were enough staff working at Eastway to meet peoples needs in the best way.



The owner often checked Eastway to make sure care was good and people were safe.



Eastway is meeting the government standards about quality and safety. We will go back to check this again in the future.