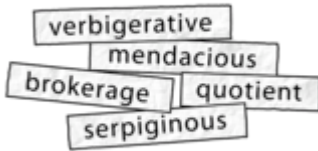


Whorlton Hall Safeguarding Adults Review



Hard words are in **bold**

About Safeguarding Adults Reviews



Safeguarding adults is working together to keep people safe from harm and abuse.



A **safeguarding partnership** helps to check that people work together to keep people safe.



When the **safeguarding partnership** is worried about people and about abuse or neglect, they can ask what happened. We call this **Safeguarding Adults Reviews**.



This is an easy read short report about a **Safeguarding Adults Review** into a specialist hospital called Whorlton Hall in County Durham. Whorlton Hall is closed.



This report may be difficult and upsetting for people who lived at Whorlton Hall and for other people.

About this review



The **BBC** makes lots of television programmes.



The BBC made a programme called **Panorama**. It showed behaviour by some staff at Whorlton Hall that was worrying.



The **safeguarding partnership** said it should look at the care of people at Whorlton Hall.



We wanted to look at the worries shown in the programme and why things went wrong. It helps us to understand and to stop it happening again.



We want to share what we found out and what we think should happen.

Who did the review?



The **Social Care Institute for Excellence** helps companies and services to make things better. They helped us to do the review.



Dr Sheila Fish, Fran Pearson and Fiona Johnson wrote the **independent** review. We call them Reviewers.

Who helped us with our review?



People and **professionals** took part in the review. Some of them shared information.



The police took part in the review. They did an **investigation**. This means they looked at the worries about some of the staff.



Health and Social Care agencies took part in the review. They plan and provide services for people. It is called **commissioning**.



Local Health **Commissioners** called **Clinical Commissioning Groups (CCGs)** took part in the review. They plan and deliver health services for people.



Clinical Commissioning Groups (CCGs) changed to **Integrated Care Boards (ICBs)**.



Councils plan and deliver social care services to meet people's needs. Durham County Council took part in the review. They also have a **safeguarding** role.



Cynet Healthcare is the name of the company that owned Whorlton Hall. They deliver services to people. They took part in the review.



Advocacy providers help to speak up for people. They took part in the review. They helped us to know about the support for the people who lived at Whorlton Hall.

Our expert panel



Other people helped us as part of a group. We called this group the expert panel. We had help from people who work in health, social care, and education.



We also had help from the **Care Quality Commission (CQC)**. They check health and social care services keep people safe. They rate services, it tells us if they are safe.



People from other **organisations** helped us. They help to give a voice to people with a learning disability and autistic people.



An expert by their experience of receiving services was part of our expert panel.



The Reviewers spoke to people. Some people were professionals. They were part of the expert panel.



The Reviewers spoke to some of the people and their families.

Other agencies named in the review



We talk about NHS England (NHSE) in the review. They want to make care better for people. They call it the long-term plan.



Helping people to live in homes not hospitals is part of that plan.



Department
of Health &
Social Care

The **Department of Health and Social Care** (DHSC) wants to help people to be **independent** and have **healthier** lives. It is part of the **Government**.

What we were worried about



We were worried about **emotional** and **physical** abuse of people living at Whorlton Hall by staff.



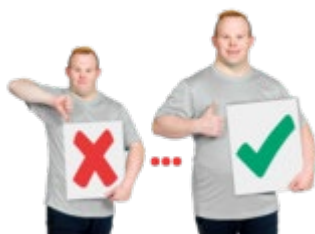
We wanted to know why sometimes the things to keep people safe did not work. This would help us to stop it happening again.



We wanted to know why some people spend a long time in **specialist hospitals** like Whorlton Hall.



There are other reports that tell us about worries for people living in specialist hospitals. Hospitals like Winterbourne View and Jeessal Cawston Park.



We did this review to help us to know what needs to change.



The review took a long time.
We want to say sorry to people.



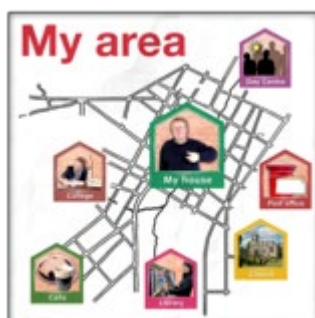
Some of the staff from Whorlton Hall had to go to Court. This can sometimes take a long time.

We waited for that to end to share the report.

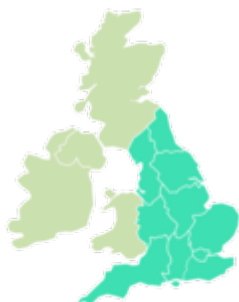
What we found



We found things that make it hard to keep people safe in specialist hospitals.



We found things that make it hard to help people to live in their community and not hospitals.



We found seven things out. They are called findings. They help to tell us what needs to change and what might make it better in England.



Finding 1 – We found that sometimes it can be hard to find out if staff who care for people are behaving badly. Sometimes the specialist hospital will need to look at worries about staff. They do not always do this well. They need guidance to help to find out about staff who behave badly.



Finding 2 – We found that council safeguarding does not work well for people in specialist hospitals to show if staff have treated them badly. We found people need someone they can trust and knows them well to help them share their worries about abuse. This could be a professional. It could be a social worker or an advocate.



People often live far away from their home and from their family. This means their families are not always able to help them share what has happened.



We found that often only hospital staff were asked if someone has been abused. This makes it harder for the truth to come out.



Finding 3 – People with learning disabilities and autistic people have a right to **advocacy**. We found that there are not enough advocates and often they are not able to communicate well with people. People do not get the support they need.



Finding 4 – Councils try to help specialist hospitals make things better if the care is poor. Sometimes even with help it does not get better.

We found that Councils and the Care Quality Commission need to work together better to decide when a hospital should close.



Finding 5 – We found that information about how to close a specialist hospital should be better. People who have to move quickly need to be looked after well and need extra support. Companies who own hospitals could help.



Finding 6 – The Government and lots of agencies want to help people to live in their community and not specialist hospital.

We found that plans to do this need to link together. We found there needs to be money to make this happen.



Finding 7 – The way Clinical Commissioning Groups (CCGs) were set up and did commissioning and checking services was different across the country. We found no one knew what way works best. There needs to be better support and information to help them to do this job well.

What happens next?



We know that lots of people were affected by what happened at Whorlton Hall. People are unhappy and worried about what happened.



It would help if what we found out was looked at across England. It will help to make sure that people in **specialist hospitals** and people living in their communities are kept as safe as possible from harm and abuse.



The findings should help to change things for adults with learning disabilities and autistic people.

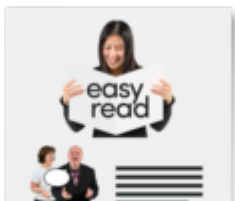


We want to say thank you to the people and families. We want to say thank you to everyone who shared their views with us.



The partnership will share what we plan to do next.

We will share those plans with people.



Sunderland People First will help us to share those plans. They will help to do that in easy read.

