

28 July 2011

Services run by Castlebeck Care Group



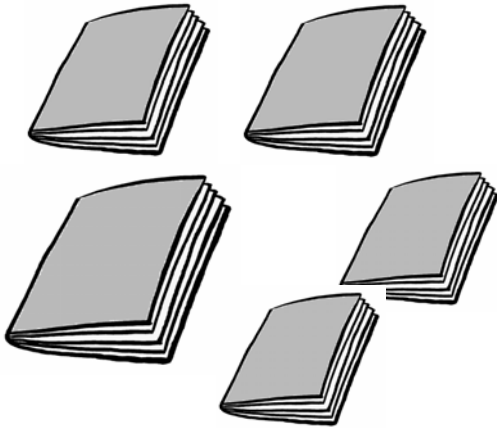
The Care Quality Commission (CQC) has been inspecting all the services run by Castlebeck Care Group in England.



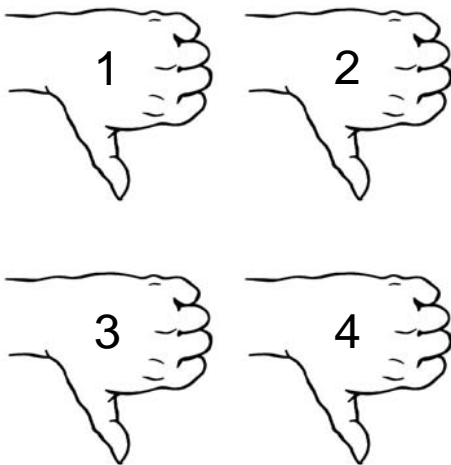
This was because of the BBC Panorama programme about Winterbourne View hospital, which was owned by Castlebeck.



We checked 23 different services. We did surprise inspections at all of them. We had help from experts where we needed it.



We are publishing all 23 reports today.



Our inspectors found very poor care at 4 services. These were:

- Arden Vale in Coventry
- Rose Villa in Bristol
- Cedar Vale in Nottingham
- Croxton Lodge in Melton Mowbray.

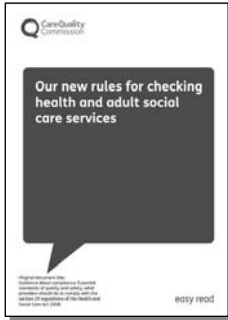


We are using our powers to stop this very poor care.



x 7

There were some problems at 7 other services. We have told Castlebeck that it needs to fix these problems.



x 12

The other 12 services were meeting essential standards of care.

Some of the poor care we found was:



- locking bedroom doors for no reason



- patients staying at the service for too long



- not enough activities for people.



But the poor care we found was not as bad as at Winterbourne View.



We also found some things overall that Castlebeck was not very good at:

- not enough staff



- not enough training for staff



- not planning people's care properly, or asking people what kind of care they wanted



- not telling CQC about important things that happened at the services.



We think Castlebeck needs to make big changes to the way it runs its services.



People who deal with Castlebeck should keep looking out for problems, and tell us if they are worried about anything.



We are going to do some surprise inspections to 150 other learning disability services later this year.



You can find out more about our checks on Castlebeck later today at:

www.cqc.org.uk




If you have any questions, please get in touch with me.

Yours sincerely

Cynthia Bower
Chief Executive, CQC

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.