

Lifeline York Integrated Recovery Service

Quality Report

3 Blossom Street
York.
YO24 1AU
Tel: 01904 637587
Website: www.lifeline.org.uk

Date of inspection visit: 11 April 2017
Date of publication: 26/05/2017

This report describes our judgement of the quality of care at this location. It is based on a combination of what we found when we inspected and a review of all information available to CQC including information given to us from patients, the public and other organisations

Ratings

Overall rating for this location

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Overall summary

We do not currently rate independent standalone substance misuse services.

Following our last inspection in November 2015, the provider was required to make improvements in relation to two regulatory breaches. The breaches related to concerns about clinical equipment and staff training. The report relating to that inspection was published in March 2016.

We carried out a focused unannounced inspection and found the provider had made the required improvements to the service.

- All clinical equipment was in date and safe to use
- Staff had completed a number of mandatory training courses, which included safeguarding adults.
- Staff had received specialised training that supported them in their role.

Summary of findings

We also made some recommendations at the last inspection in November 2015, which will be followed up at the next comprehensive inspection and through our engagement with the provider.

Summary of findings

Contents

Summary of this inspection

	Page
Background to Lifeline York Integrated Recovery Service	5
Our inspection team	6
Why we carried out this inspection	6
How we carried out this inspection	6
What people who use the service say	7
The five questions we ask about services and what we found	8

Detailed findings from this inspection

Overview of ratings	10
---------------------	----

Lifeline York Integrated Recovery Service

Services we looked at

Substance misuse services

Summary of this inspection

Background to Lifeline York Integrated Recovery Service

Lifeline is a registered charity and a national provider of drug and alcohol services since 1971.

Lifeline York Integrated Recovery Service is a community based drug and alcohol treatment service for people with substance misuse issues who are registered with a GP within the York area. The service is provided by the Lifeline Project and funded by Public Health England. The service has a registered manager.

The service is registered to provide the following regulated activities:

- Diagnostic and screening procedures
- Treatment of disease, disorder, or injury.

Lifeline York Integrated Recovery Service works with people in the community including those involved with the criminal justice system. The service accepts self-referrals and referrals from external agencies such as the probation service. At the time of this inspection, there were 642 clients registered with the service and staff saw approximately 300 clients each week.

The clinical team provide a prescribing service for alcohol detoxification and opioid substitution therapy. Opioid substitute therapy is a medical treatment that seeks to reduce the use of illicit opioid drugs. It replaces an illegal opioid, such as heroin, with a prescribed opioid such as methadone or buprenorphine. In addition, the team provide screening for blood borne viruses and basic wound care.

The clinical team comprised clinical lead, non-medical prescribing nurses, a health improvement nurse, and sessional GP's. Clients engaged with clinical prescribing have a named recovery worker who supports them with psychosocial interventions. Psychosocial interventions are talking therapies that aim to encourage a self-reflective approach to a person's behaviour and support people who are affected by drug and alcohol use.

The service provides four psychosocial teams: Inspire, Change, Empower, and Young People. Each team has a team leader, a senior worker, recovery workers, and support from the clinical team. In addition, an administrative team supports the whole service.

Inspire team supports clients who have a recent history of substance misuse and high recovery capital. Recovery capital is the resources that are necessary to achieve recovery from addiction, for example, housing, relationships, mental and physical health, personal beliefs and skills. Clients have access to a range of group therapy sessions and one to one interventions. This team leader also managed the young people's service.

Change team works for up to one year with clients who have a history of substance misuse. The clients have access to group therapy sessions as well as one to one interventions.

Empower team supports clients who have a long history of substance misuse through one to one psychosocial interventions.

The young people's service is outreach based and is for clients aged up to 18 years. Clients could remain with the young people's service up to the age of 25 years, depending on individual need. The service works alongside schools and the youth offending teams.

The service also provides a discrete needle exchange programme. Clients could exchange used hypodermic syringes for sterile ones. Needle exchanges are designed to decrease the spread of infections that are transmitted by sharing contaminated needles and injecting paraphernalia.

The Care Quality Commission last inspected the service in November 2015. The service was found to be in breach of Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment. and Regulation 18 HSCA (RA) Regulations 2014 Staffing.

This inspection in April 2017 was an unannounced inspection to check on the actions the service had taken to make the required improvements.

Summary of this inspection

Our inspection team

Team leader: Jacqueline Bond, Inspector, Care Quality Commission.

The team that inspected Lifeline York Integrated Recovery Service comprised one other inspector from the Care Quality Commission.

Why we carried out this inspection

We undertook this unannounced inspection to find out whether Lifeline York Integrated Recovery Service had made the required improvements to their substance misuse service since our last comprehensive inspection of the service in November 2015.

When we last inspected the service in November 2015, we did not rate the service. However, we told the provider that it must take the following actions to improve services:

- The service must ensure that staff receive training appropriate to their role.
- Staff must ensure that no clinical equipment exceeds its expiry date.

We issued the following requirement notices.

These related to the following regulations under the Health and Social Care Act (Regulated Activities) Regulations 2014:

Regulation 12 Safe care and treatment

Regulation 18 Staffing.

We also told the service that it should take the following actions to improve:

- The service should review the security around the storage of medications to ensure they are held safely.
- The provider should ensure that staff have a clear understanding of risk and interventions to mitigate identified risk. This should be documented in sufficient detail in the risk management plan.
- Patients care plans should contain sufficient detail to show how clients would achieve their goals.
- Staff should clearly record electronically whether or not clients have given consent to share information.

These issues will be followed up at the next comprehensive inspection and through our engagement with the provider.

How we carried out this inspection

At this inspection, we assessed whether Lifeline York had made the required improvements that we identified during our last inspection.

During the inspection visit, the inspection team:

- spoke with three clients
- spoke with the team leader in the absence of the registered manager

- spoke with five other staff members employed by the service provider, including nurses, medical staff and keyworkers
- looked at the environment and clinical equipment in both clinical rooms
- looked at 11 staff personnel records
- looked at policies, procedures and other documents relating to the running of the service.

Summary of this inspection

What people who use the service say

We spoke with three clients in total. All three clients spoke very highly of the help and support they received from the service. All three felt confident about the staff knowledge

and understanding of their needs and said that staff offered interventions that were appropriate. All three clients said the environment and equipment seemed very clean and well maintained.

Summary of this inspection

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We do not currently rate standalone substance misuse services.

- The service had addressed the issues to make the required improvements following the November 2015 inspection.
- In November 2015, we found that the management of some equipment was not safe. This was because some clinical equipment had passed its expiry date such as urine test strips, alcohol wipes, saline, eyewash and blood collection bottles. When we visited in April 2017, we found that all equipment was in date.
- In November 2015, we found that staff did not receive adequate mandatory training to keep people safe. This was because staff received only one mandatory training course that was a basic level safeguarding children electronic learning module. When we visited in April 2017, we found that all staff completed a more comprehensive mandatory training programme and staff compliance with all mandatory training was high.

Are services effective?

We do not currently rate standalone substance misuse services.

- The service had addressed the issues to make the required improvements following the November 2015 inspection.
- At the inspection in November 2015, we recommended that the service must ensure that staff receive the necessary specialist training for their role. This was because staff had not received the training required to provide psychosocial interventions or regular updates in practice necessary for the care and treatment of clients. At this inspection in April 2017, we found that staff had received the necessary specialist training and updates required for their role.

Are services caring?

We do not currently rate standalone substance misuse services.

We did not inspect this domain

Are services responsive?

We do not currently rate standalone substance misuse services.

We did not inspect this domain

Summary of this inspection

Are services well-led?

We do not currently rate standalone substance misuse services.

We did not inspect this domain

Detailed findings from this inspection

Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Substance misuse services	N/A	N/A	N/A	N/A	N/A	N/A
Overall	N/A	N/A	N/A	N/A	N/A	N/A

Substance misuse services

Safe

Effective

Are substance misuse services safe?

Safe and clean environment

- During the inspection in November 2015, we found some of the equipment was out of date such as urine test strips, alcohol wipes, saline, eyewash and blood collection bottles.
- During this inspection in April 2017, all staff told us about the systems and processes they used to ensure that equipment was always safe to use. We saw that staff completed a range of audits and checks of equipment held in the clinical room to ensure it was in date. Staff documented the actions they took to ensure equipment was always safe to use. All three clients we spoke with had no concerns about the cleanliness or safety of the environment.

Safe staffing

- During the inspection in November 2015, we found that the service provided only one mandatory training course, which was a basic level safeguarding children e-learning module. During this inspection in April 2017, we found that staff completed several mandatory training modules. a combination of electronic -learning modules and face-to-face training for fire safety, first aid, infection control, manual handling, equality, and diversity, safeguarding children, safeguarding vulnerable adults, data protection, incident management training, and Naloxone.
- The organisation set a compliance target of 75% for each course. All five staff we spoke with told us about their mandatory training. The team lead and administrative staff demonstrated how the service monitored and managed staff performance for mandatory training. We reviewed 11 staff personnel files that demonstrated that all 11 staff received and were up to date with appropriate mandatory training. Across the service, staff compliance for all courses was higher than the organisational compliance target.

Are substance misuse services effective? (for example, treatment is effective)

Skilled staff to deliver care.

- At the inspection in November 2015, we found that staff did not receive the necessary in depth training required to provide psychosocial interventions or regular updates in their practice. At this inspection in April 2017, we found that staff received a range of specialist training and updates required for their role.
- Staff received training for a range of interventions that they offered to clients. This included psychosocial interventions such as cognitive behavioural therapy, contingency management, motivational interviewing, brief focused solutions therapy, and the International Treatment Effectiveness Project.
- We reviewed 11 staff personnel files and saw that all 11 staff had received the necessary specialist training, updates, and supervision required for their role. Staff received a range of training that included e-learning, attendance at conferences and courses, in-house training, shadowing others and observation of practice. This training supported staff to develop the skills they needed for the interventions they offered to patients. Patients told us they felt confident in the staffs' knowledge and understanding of their needs and the interventions they received.
- All staff told us about the training they received that supported them in their role. For example, nurses received specialist non-medical prescriber training and completed electronic drugs and alcohol training through the Royal College of General Practitioners website and vaccination and prescription management training. Key workers received blood borne virus training, motivational interviewing, cognitive behavioural therapy, and training about novel psychoactive substances. All staff groups completed shared training such as vicarious trauma training, sexual exploitation training, and Mental Capacity Act training.