

# Newbus Grange

## Quality Report

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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?

Good



Are services responsive?

Are services well-led?

### Mental Health Act responsibilities and Mental Capacity Act and Deprivation of Liberty Safeguards

We include our assessment of the provider's compliance with the Mental Capacity Act and, where relevant, Mental Health Act in our overall inspection of the service.

We do not give a rating for Mental Capacity Act or Mental Health Act, however we do use our findings to determine the overall rating for the service.

Further information about findings in relation to the Mental Capacity Act and Mental Health Act can be found later in this report.

# Summary of findings

## Overall summary

We carried out a focused, unannounced inspection of Newbus Grange, in response to receiving information of concern. These concerns related to two allegations of abusive behaviour by staff towards patients.

We reviewed the caring domain, and the skills of staff to deliver effective care. The hospital operated a zero tolerance policy to abuse of any form, including shouting or using language not in line with the values or policies of the organisation. We were satisfied that the provider was taking action to deal with any instances of this type of behaviour. Staff told us they had confidence in the management and felt able to raise concerns about any inappropriate behaviour.

At this inspection we found that:

- There was a multi-disciplinary team working within the hospital to meet the needs of patients.
- There was an effective induction process in place for new staff and compliance with mandatory training was high overall. Staff had completed a range of additional training relevant to their role and the needs of patients.
- Staff assessed the communication needs of patients and demonstrated a good understanding of these. Staff used a range of communication aids to ensure patients could understand and be involved in decisions about their care.
- Staff interactions with patients were respectful, encouraging and supportive.
- Staff had regular appraisals and supervision in line with hospital policy. Managers dealt with performance issues and concerns quickly and in line with the hospital disciplinary policy.
- Patients and family members told us they liked the hospital and the staff. Overall, patients and family members felt involved in making decisions and were invited to attend meetings to discuss treatment and care.
- Staff supported patients to make choices, for example deciding which activities to take part in. This was informed by the likes and dislikes of the patient, which was documented within care plans.
- Staff responded appropriately to challenging behaviour, treating patients with respect and maintaining their dignity.

However;

One carer felt that communication could be improved. This information was shared with the hospital manager.

# Summary of findings

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# Newbus Grange

**Services we looked at**

Wards for people with learning disabilities or autism

# Summary of this inspection

## Background to Newbus Grange

Newbus Grange is an independent hospital, managed by the Danshell Group. The hospital can accommodate 17 patients and provides 24-hour support for men aged 18 years and over who are living with autism, a learning disability and have complex needs. It also supports individuals who are detained under the Mental Health Act and those who have behaviours that challenge or have difficulties with social engagement.

The hospital is registered with the Care Quality Commission to provide the following regulated activities:

- Assessment or medical treatment for persons detained under the Mental Health Act 1983.

- Treatment of disease, disorder or injury.

The hospital has a registered manager who also acts as the accountable officer for controlled drugs.

On the day of our inspection there were 14 patients receiving care and treatment at the hospital.

There had been two previous inspections carried out at Newbus Grange in January 2016 and October 2016. At the last inspection in October 2016, the hospital was found to be fully compliant with the Health and Social Care Act (Regulated Activities) Regulations 2014. Following the inspection in October 2016, the hospital was rated as good overall and good in all domains.

## Our inspection team

The team that inspected the service was led by Sharon Baines, CQC inspector and comprised two CQC inspectors and one specialist advisor, who was a learning disability nurse.

## Why we carried out this inspection

We inspected this service in response to receiving information of concern. These concerns related to two allegations of abusive behaviour by staff towards patients. We spoke with the local authority safeguarding team and the police regarding these allegations. The local authority safeguarding team and police advised

they were taking no further action against the provider or any individual member of staff. We carried out the inspection due to the number of staff involved in the allegations and ensure the provider was taking appropriate action to provide safe care and treatment.

## How we carried out this inspection

This was an unannounced inspection, which focused on the caring domain, and the skills of staff to deliver effective care.

Prior to the inspection visit, we spoke with the local authority safeguarding team and the police, specifically in relation to the allegations of abuse.

During the inspection visit, the inspection team:

- spoke with the registered manager
- spoke with six other members of staff, including qualified nurses, support workers and a consultant psychiatrist
- spoke with a student nurse
- observed interactions between staff and patients, through general observations and using the short observational framework for inspections
- spoke with three patients and four carers of patients
- reviewed four care and treatment records of patients

# Summary of this inspection

- reviewed training, supervision and appraisal records of staff
- reviewed relevant hospital policies
- reviewed information on disciplinary investigations
- reviewed hospital policies, including disciplinary and safeguarding policies
- observed a multi-disciplinary meeting
- observed a morning meeting

## What people who use the service say

We spoke with three patients during the inspection. Patients told us that they liked the hospital and staff. They said that staff treated patients well and supported patients to do a range of activities. This included

accessing activities outside of the hospital grounds. One patient said he attended meetings to discuss his care and treatment. Two patients said they liked how staff supported them to make their own meals.

# 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?

At the last inspection in October 2016, we rated safe as good. Since that inspection, we received no information that would cause us to re-inspect this key question or change the rating.

### Are services effective?

We did not re-rate effective, as we did not review the whole domain. The inspection activity focused on key lines of enquiry related to the skills of staff to deliver effective care.

From our findings on this inspection, we did not find any evidence to support a change to the previous rating of good for the effective domain.

We found:

- There was a multi-disciplinary team working within the hospital to meet the needs of patients.
- There was an effective induction process in place for new staff.
- Compliance with mandatory training was high overall.
- Staff had completed additional training relevant to their roles and needs of patients.
- Communication needs of patients had been assessed and staff were aware of these.
- Staff had regular appraisals and supervision in line with hospital policy.
- Managers dealt with performance issues and concerns quickly and carried out investigations in line with the disciplinary policy.

### Are services caring?

We continued to rate caring as good because:

- Patients and carers told us they liked the hospital and the staff.
- Staff treated patients with dignity and respect and were caring.
- We observed positive interactions between staff and patients, through general observations and using the short observational framework for inspections.
- Staff demonstrated a good understanding of the needs of patients and provided care accordingly.
- Patients were able to make choices about their own activity programme.
- Staff responded appropriately to challenging behaviour, treating patients in a respectful way and maintaining their dignity.

Good



# Summary of this inspection

- Staff used a range of communication aids to ensure that patients could understand and be involved in decisions about their care.
- All patients had positive behaviour support plans, which enabled staff to intervene early to prevent escalation of distress or anxiety.
- Patients and carers were invited to participate in meetings and the development of care plans.
- Staff and carers were very positive about the management of the hospital.
- Staff supported patients to maintain contact with families and friends.

However;

One carer felt that communication could be improved. This information was shared with the manager of the hospital.

## **Are services responsive?**

At the last inspection in October 2016, we rated responsive as good. Since that inspection, we received no information that would cause us to re-inspect this key question or change the rating.

## **Are services well-led?**

At the last inspection in October 2016, we rated well-led as good. Since that inspection, we received no information that would cause us to re-inspect this key question or change the rating.