

# Priory Wellbeing Centre Norwich







## 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		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive?		Good	
Are services well-led?		Good	

### 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.

# Summary of findings

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.

## Overall summary

We rated this service as good because:

- The service employed enough experienced staff to deliver a variety of therapies.
- Patients all spoke highly of the care and treatment they received. They said staff were caring, respectful and treated them with dignity and kindness.
- The service offered patients an appointment within 48 hours of referral, fully assessed patients using recognised assessment tools and risks were managed appropriately.
- Staff fully involved patients in choosing treatment goals.
- Care plans were personalised and recovery focussed.
- Staff offered psychological therapies as recommended by the National Institute for Health and Care Excellence.
- Patients could easily re-engage in treatment after leaving the service if required.
- Appointments were booked at convenient times for patients, did not start late and were not cancelled.
- The service provided a clean, comfortable environment and ensured environmental risks were assessed and managed.
- Staff were sufficiently trained, supervised and supported.
- Staff morale was high and management support was good.
- Patients and staff could provide feedback and the service used this to improve care and treatment.

# Summary of findings

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### Summary of this inspection

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Good



# Priory Wellbeing Centre Norwich

## Services we looked at:

Community-based mental health services for adults of working age

# Summary of this inspection

## Background to Priory Wellbeing Centre Norwich

Priory Healthcare Limited is the registered provider for The Priory Norwich Wellbeing Centre. The location has been registered with the Care Quality Commission since November 2010. There have been three CQC inspections since then. The most recent was on 16 March 2016. The service was compliant with all of the regulation inspected at that time.

The Priory Norwich Wellbeing Centre is registered to provide the following regulated activity:

treatment of disease, disorder or injury. The registered manager is Lorraine Ahern.

The centre provided personalised out-patient treatments for a variety of mental health conditions. These included anxiety, depression and stress and resilience.

There were 40 patients receiving a variety of patient centred therapies. There was no waiting list.

## Our inspection team

Team leader: Ann Hiles

The team that inspected the service comprised 2 CQC inspectors.

## Why we carried out this inspection

We inspected this service as part of our ongoing comprehensive mental health inspection programme.

## How we carried out this inspection

To fully understand the experience of people who use services, we always ask the following five questions of every service and provider:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Before the inspection visit, we reviewed information that we held about the location.

During the inspection visit, the inspection team:

- reviewed the quality of the environment

- observed how staff were supporting individual patients
- spoke with four patients
- talked to one carer of a patient using the service
- interviewed the registered manager
- met with the lead therapist and another sessional therapist
- examined in detail nine care and treatment records of patients
- reviewed a range of policies, procedures and other documents relating to the running of the service
- inspected nine sets of staff records.

# Summary of this inspection

## What people who use the service say

Patients told us that they were very happy with the care they received and felt staff were caring and professional. Patients said that they would recommend the service to others and felt their mental health and individual wellbeing had significantly improved through treatment.

Patients confirmed that they were involved in decisions about their care and staff respected their opinions.

Patients said that they were seen quickly following referral; appointments were arranged at suitable times for them and not cancelled. They could see a psychiatrist quickly if needed.

# 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?

- The service employed enough staff to meet the needs of the patients. Eight therapists were employed which meant that patients could be seen quickly following referral. Patients were able to see the same therapist on each visit. There was no waiting list.
- The service was visibly clean and comfortable and records showed that cleaning was conducted regularly. The service was furnished comfortably throughout.
- Staff assessed environmental risks and policies were in place to manage any risks to patients and staff. Alarms were available in each room to call for assistance if needed.
- Staff assessed patients for risk at first appointment. Risk was reviewed at each session to monitor and address any concerns about patient safety.
- There had been no serious incidents since the last report.
- Staff were aware of when and how to report any incidents

However:

The first aid kit did not have a checklist of contents and one item was out of date.

Good



### Are services effective?

- Patients were assessed using recognised assessment tools and therapists regularly reviewed assessments.
- Care plans were up to date; recovery focussed and included patient views on their treatment.
- Information about patient care and treatment was stored safely and securely.
- Staff offered appropriate psychological therapies as recommended by the National Institute for Health and Clinical Excellence.
- Staff were professionally qualified and experienced. They were up to date with all mandatory training and received regular managerial and clinical supervision.
- Staff had good links with primary care services including with the patient's own GP.

Good



### Are services caring?

- Patients reported staff as being supportive, respectful and felt staff listened to their views.
- We observed staff treating patients with dignity and respect.

Good



# Summary of this inspection

- Carer and family involvement was evident in care records and carers reported feeling involved in treatment where appropriate.
- Information on additional support and access to self-help groups was available.

## Are services responsive?

- The service offered patients an appointment within 48 hours of referral. There were no waiting lists.
- Patients could contact the lead therapist outside of service hours if necessary.
- Patients could easily re-engage in treatment after leaving the service if required.
- Appointments were booked at convenient times for patients, did not start late and were not cancelled.
- There were enough therapy rooms to support care. The rooms were private, comfortable and sound proof.
- Access to rooms was available for disabled or less mobile patients.

Good



## Are services well-led?

- Staff morale was high and management support was good.
- The service had good governance systems in place.
- Patients and staff could provide feedback. The service used this to improve care and treatment.

Good



# Detailed findings from this inspection

## Mental Capacity Act and Deprivation of Liberty Safeguards

There were no patients subject to the Mental Capacity Act or Deprivation of Liberty safeguards using this service.






## Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Community-based mental health services for adults of working age	Good	Good	Good	Good	Good	Good
Overall	Good	Good	Good	Good	Good	Good

### Notes

# Community-based mental health services for adults of working age

Safe	Good 
Effective	Good 
Caring	Good 
Responsive	Good 
Well-led	Good 

## Are community-based mental health services for adults of working age safe?

Good 

### Safe and clean environment

- All rooms had alarms available to call for assistance.
- The service was well maintained, visibly clean and records showed that regular cleaning occurred
- All rooms were comfortable and fully furnished.
- The first aid kit had one item out of date and no list of contents for staff to check when items needed replacing.

### Safe staffing

- Staffing levels met the needs of the service to provide safe care and treatment. The service employed eight therapists. The lead therapist was employed full time, one therapist was employed for 22.5 hours per week, and there were a further six sessional therapists. A designated psychiatrist worked for the service. The service could access one sessional psychiatrist in addition to the designated psychiatrist if needed.
- Staff were qualified, registered with professional bodies and had completed mandatory training.
- Appropriate vetting and professional checks were in place and sessional staff held 'practising rights' that set out clearly the services' expectations and requirements of them.

### Assessing and managing risk to patients and staff

- The service had clear protocols and policies in place to manage environmental risks and staff reviewed these

regularly. Policies included prevention and management of violence and aggression, risk assessment and management for patients, and safeguarding.

- There was an environmental risk register that identified potential ligature risks (fittings to which a person might tie something to harm themselves with). Although there were a high number of potential ligature points in the building, the nature of the patient group along with robust screening and assessment processes mitigated any concerns.
- Patients had a full risk assessment at their first appointment and this was reviewed at each session to keep patients safe.
- Staff were trained in safeguarding procedures and knew who to contact if any concerns were raised.

### Track record on safety

- There were no serious incidents at the service since the last inspection.

### Reporting incidents and learning from when things go wrong

- Staff knew when and how to report any incidents.
- The service had not received any complaints or had any serious incidents. Procedures were in place to share information with the wider organisation in the event of future incidents.

## Are community-based mental health services for adults of working age effective?

(for example, treatment is effective)

# Community-based mental health services for adults of working age

Good 

## Assessment of needs and planning of care

- Patients received a full assessment when starting treatment. Staff used recognised tools such as 'General anxiety disorder scales' and 'patient health questionnaires' to monitor patients' progress. Patients were risk assessed at initial assessment and each session to make sure their risk could be managed by the service appropriately.
- Care plans were recovery focussed and included the patients' views and goals.
- Patient records were stored safely and securely, both in locked cabinets and on password protected computers.

## Best practice in treatment and care

- The service offered psychological therapies recommended by the National Institute for Health and Clinical Excellence, including Cognitive Behavioural Therapy, Dialectic Behavioural Therapy and Mindfulness
- Staff regularly reviewed assessment tools and care plan goals to measure whether patients outcomes

## Skilled staff to deliver care

- The service had sufficient numbers of staff to deliver effective care to patients.
- Staff were qualified and registered with professional bodies. Staff received regular clinical and management supervision and were up to date with mandatory training.
- Staff did not have team meetings. The lead therapist had responsibility for sharing information with staff and procedures were in place that ensured good communication within the team.

## Multi-disciplinary and inter-agency team work

- Staff had good links with primary care services including patient GP's.

## Adherence to the MHA and the MHA Code of Practice

- There were no patients detained under the Mental Health Act using this service.

## Good practice in applying the MCA

- There were no patients subject to the Mental Capacity Act or Deprivation of Liberty safeguards. Staff were aware of assessing capacity to make informed decisions.

## Are community-based mental health services for adults of working age caring?

Good 

## Kindness, dignity, respect and support

- Staff were caring, respectful and supportive to patients.
- Patients felt listened to by staff and treated with dignity and kindness.
- Staff understood the individual needs of the patients and care plans were personalised.

## The involvement of people in the care they receive

- Patients' views and goals were included in the care plan and staff gave patients a copy of their care plan.
- Carers and families were involved in treatment where appropriate.
- The service offered access to self-help groups and information on self-care.
- Patients had the opportunity to feedback on the service and treatment received.

## Are community-based mental health services for adults of working age responsive to people's needs? (for example, to feedback?)

Good 

## Access and discharge

- Patients could refer themselves to the service or be referred by their GP.
- The service generally offered an appointment for assessment within 48 hours.
- Patients could call the lead therapist if they needed to be seen quickly or needed extra support.
- Patients who had completed treatment could refer themselves back for further support if needed.

# Community-based mental health services for adults of working age

- Staff offered appointments at times that were suitable for patients and appointments ran on time and were rarely cancelled.

## The facilities promote recovery, comfort, dignity and confidentiality

- The service provided enough suitable and private rooms to deliver both group and individual sessions.
- The service maintained the privacy and confidentiality of patients using window blinds and door signs to prevent interruption during appointments.
- The service was situated in a small terraced house on a side street. This was a discreet location that enabled patients to attend their treatment while continuing with their normal lives.

## Meeting the needs of all people who use the service

- The service provided disabled access by using ramps and a designated accessible toilet was available.
- Posters displaying details of how to contact Advocacy services were in communal rooms.
- Information on therapies was available for patients in communal areas.
- Fees and charges were clearly set out for patients.

## Listening to and learning from concerns and complaints

- The service had not received any complaints since the last inspection.
- Patients were aware of how to complain if needed.
- The service had a process in place to share feedback.

## Are community-based mental health services for adults of working age well-led?

Good 

### Vision and values

- Staff knew and upheld the organisations' values and vision.
- Staff knew who the senior managers were and they visited the service regularly.

### Good governance

- The service had systems and processes in place to make sure that policies were followed, reviewed and updated appropriately.

### Leadership, morale and staff engagement

- Staff were able to give feedback and reported that suggestions they made were acted on.
- Staff felt supported and their morale and job satisfaction was good.
- Staff were aware of the whistle-blowing process and felt able to raise any concerns.

### Commitment to quality improvement and innovation

The service used staff and patient feedback to improve the care and treatment provided.