

Lifeline Redcar: South Bank Hub

Quality Report

92 Normanby Road
South Bank
Middlesbrough
Cleveland
TS6 6RX

Tel:
Website: www.lifeline.org.uk

Date of inspection visit: 13 June 2017
Date of publication: 04/08/2017

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 summary

We do not currently rate independent standalone substance misuse services.

Following our last inspection in July 2016, the provider was required to make improvements to comply with two regulations as follows:

- The service did not always complete risk assessments in sufficient detail and update them as required to reflect changes in risk. Risk management plans were not always personalised and did not clearly show when clients were high risk.
- The first floor of the building was dark and in general need of redecoration. The lighting on the stairs was dim and made it difficult to see the area adequately.

The 2016 inspection report was published in January 2017. We carried out a focused inspection within six months of the published report and found that the provider had improved the service.

We found that:

- All clients' records included a risk assessment, which contained clear, concise and personalised information.
- Staff recorded more detailed, quality information in the client risk assessment using an updated standardised format
- Staff had prepared plans to manage risk where risk was medium or high in line with Lifelines policy.
- Managers completed a full audit of all clients' records in January 2017. Following the audit a team leader checked and all new and updated risk assessments.
- The landing and staircase area on the first floor had been redecorated and the lighting had been improved.

Summary of findings

This means that the provider was no longer in breach of regulation.

Summary of findings

Contents

Summary of this inspection

	Page
Background to Lifeline Redcar: South Bank Hub	4
Our inspection team	4
Why we carried out this inspection	4
How we carried out this inspection	5
What people who use the service say	5
The five questions we ask about services and what we found	6

Summary of this inspection

Background to Lifeline Redcar: South Bank Hub

Lifeline is a registered charity and a national provider of drug and alcohol services since 1971. The organisation has 35 services across England registered with the CQC. On 2 June 2017, the charity went into administration.

The commissioners for the service are Redcar and Cleveland Council who commission care based on local need. Lifeline provides services in the Redcar and Cleveland area, and delivers these from five locations, three of which are registered separately with CQC.

Lifeline Redcar: South Bank Hub is one of these locations and is registered to provide the following regulated activity:

- Treatment of disease disorder or injury.

Lifeline was in the process of appointing a registered manager however, this has ceased due to Lifeline being in administration.

The service provides community care for people with substance misuse problems. The services provided to clients are:

- harm minimisation and needle exchange
- testing for blood borne viruses
- vaccinations for Hepatitis B & Hepatitis C together with counselling before and after testing
- psychosocial interventions individually and in groups

- care coordination
- specialist prescribing including community detox
- family and carer work
- provision of police approved courses for people arrested as drunk and disorderly
- assessment
- criminal justice work
- complimentary therapies.

We re-inspected Lifeline Redcar: South Bank Hub service on 13 June 2017, to follow up on the regulatory breaches detailed in our inspection report dated 13 January 2017. The regulatory breaches were as follows:

- Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment - The service did not always complete risk assessments in sufficient detail and update them as required to reflect changes in risk. Risk management plans were not always personalised and did not clearly show when clients were high risk.

Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment - The first floor of the building was dark and in general need of redecoration. The lighting on the stairs was dim and made it difficult to see the area adequately.

Our inspection team

The team that inspected the service comprised CQC inspector Susan Brown (inspection lead), and one other CQC inspector.

Why we carried out this inspection

We inspected this service to find out whether Lifeline Redcar: South Bank Hub had made improvements since our last comprehensive inspection.

When we last inspected Lifeline Redcar: South Bank Hub in July 2016 we did not rate the service. However, we told the provider that it must take the following actions to improve services:

Summary of this inspection

- The provider must ensure that all clients have a full and detailed risk assessment and risk management plan in place. Initial risk assessments and risk management plans must be completed in a timely manner and these should be regularly reviewed and reflect the current level of risk.
- The provider must ensure stairways are adequately lit.

How we carried out this inspection

On this inspection, we assessed whether Lifeline Redcar: South Bank Hub had made improvements to the specific concerns we identified during our last inspection.

During the inspection, the inspection team:

- spoke with the service manager and assistant team leader
- looked at the risk assessment and risk management plans in 14 care records
- reviewed the findings from a full care record audit
- reviewed actions taken from audit results
- inspected the stairway area on the first floor to ensure it was adequately lit.

What people who use the service say

We did not speak with people who use the service as part of this focused inspection.

Summary of this inspection

The five questions we ask about services and what we found

We always ask the following five questions of services.

Substance misuse services

Safe

Effective

Are substance misuse services safe?

Safe and clean environment

We saw that the staircase and first floor landing area was bright and well decorated. Staff told us the provider had decorated this area and changed the lighting since our inspection in July 2016. Both improvements ensure the area is brighter for staff and clients to use.

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

Assessment of needs and planning of care

Staff assessed the risks to all clients, which they documented. Since our inspection in July 2016, the service has used a new form to ensure consistency of records. Staff completed risk assessments with clients at the initial assessment for a variety of risk categories such as risk to themselves, staff or children. The tool used was comprehensive, requiring each risk to be categorised as no risk, low, medium or high risk. Staff had to include information supporting the judgement. When clients were medium and high risk, staff and clients developed a personalised risk management strategy in line with Lifeline's policy. However, in all three low risk cases reviewed practitioners had completed a risk management plan to provide further detail of strategies in place to reduce risk.

We reviewed 14 risk assessments for current clients and they all contained comprehensive assessments and information including the names of family members involved in client's care. Records detailed clear actions for staff and clients to follow where required. Medium and high risk clients had risk management plans in place describing strategies to be used including liaising with other agencies such as probation, social services and GPs.

We noted five records, for clients who entered the service in 2017. They all had risk assessment and risk management plans in place and these were all dated the same date as the initial assessment meeting. Staff reviewed risk assessments every six months unless client's circumstances or risk levels changed, in line with policy. The service used an electronic system to highlight client records in advance of the six-monthly review date. Managers monitored the list monthly to ensure that staff completed reviews in time. Staff we spoke with took ownership of their clients risk assessment reviews and were keen to ensure that they did not exceed a six-month period. The audit for the last two months for this service showed staff had completed 90% and 96% of risk assessments within six months.

As a result of our previous inspection findings, managers completed an audit of all risk assessment and management plans to ensure that the new, more detailed format was in use for each client, fully completed and dated within six months. Managers also checked the appropriateness of risk levels and the quality of supporting information recorded. We reviewed the audit findings and checked that staff had followed up actions. These included discussions with individuals in supervision and a re-audit to check for completion.

Following Lifeline Redcar: South Bank hub's audit in January 2017, a new quality assurance system was introduced. Team leaders checked and signed each new risk assessment and risk management plan to ensure the record reflects the current level of risk and there is strong evidence to support it. Staff then uploaded the document onto the computer record system. Team leaders also regularly checked a proportion of risk assessments to ensure that staff are updating them in line with changes in circumstances occurring between the six-monthly reviews. We saw evidence of these smaller audits by team leaders on inspection. However, there was no procedure for how often team leaders should complete them or criteria against which records were audited.