

# The Huntercombe Hospital - Roehampton

## 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

### Overall summary

We have not rated this service as this was a focussed inspection. We did not inspect outstanding requirement notices as the service was still completing their action plan to address these.

We found the service had addressed our concerns in the following way:

- The service had trained staff in the areas we outlined as necessary in the last inspection.

However we found the following areas where the service needed to improve:

- The system to record staff training was not effective.

# Summary of findings

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# Huntercombe Hospital Roehampton

**Services we looked at:**

Acute wards for adults of working age and psychiatric intensive care units.

# Summary of this inspection

## Our inspection team

The team comprised two CQC inspectors.

## Why we carried out this inspection

We undertook this inspection to find out if Regency House Limited had made improvements to this service since our last inspection in August 2016.

When we last inspected this service we took enforcement action and issued a warning notice

requiring the service to ensure at least 80% of permanent staff had received training in eight areas where there were low completion levels. This needed to take place by 18 November 2016.

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

Regulation 18: Staffing.

## How we carried out this inspection

During the inspection visit, the inspection team:

- looked at training records for staff

- spoke with senior staff at the hospital

## Information about The Huntercombe Hospital - Roehampton

The service provides 39 psychiatric intensive care beds for patients and is separated into one male and two female wards.

We have inspected Huntercombe Hospital Roehampton six times since 2010 and reports of these

inspections were published between March 2012 and October 2016.

At the last inspection in August 2016, Huntercombe Hospital Roehampton was issued with two requirement notices outlining necessary improvements to care planning and cleanliness of the environment and one warning notice to ensure staff were sufficiently trained, with a deadline of 18 November 2016.

# 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 found the service had addressed our concerns in the following way:

- The service had trained over 80% of permanent staff in a number of areas including mandatory training that we outlined as necessary at the last inspection.

### Are services effective?

We did not inspect this domain

### Are services caring?

We did not inspect this domain

### Are services responsive?

We did not inspect this domain

### Are services well-led?

We found the following areas where the service needed to improve:

- The system to record and monitor staff training was not effective. It did not provide management staff with necessary and accurate information.

# Acute wards for adults of working age and psychiatric intensive care units

Safe

Well-led

**Are acute wards for adults of working age and psychiatric intensive care unit services safe?**

## Safe staffing

- At our last inspection we found low completion rates in several training courses. Under 80% of permanent staff had completed training in eight of 19 areas, including several areas of mandatory training. At this inspection we found most staff had completed training. All training courses had been completed by more than 80% of permanent staff. This included training in child protection, equality and diversity,

safeguarding vulnerable adults and the Mental Capacity Act 2005. All 13 courses provided by e learning had been completed by more than 93% of staff.

**Are acute wards for adults of working age and psychiatric intensive care unit services well-led?**

We found the following areas where the service needed to improve:

- The system to record and monitor staff training was not effective. It did not provide management staff with necessary and accurate information.

# Outstanding practice and areas for improvement

## Areas for improvement

### Action the provider **SHOULD** take to improve

The provider should ensure that the system to record and monitor training undertaken by staff is effective.