

# New Writtle Street

## Quality Report

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Chelmsford

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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?

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 do not currently rate independent standalone substance misuse services.

We found the following areas of good practice:

- The service was clean and safe. Environmental risk assessments were completed and actioned and equipment was checked regularly.
- Staffing levels were sufficient for the service.
- The service had access to resuscitation equipment and emergency medication.
- Staff were compliant with mandatory training and received training relevant to substance misuse.
- Clients took part in community meetings and service user groups held at the PCP Chelmsford treatment centre and gave feedback on any issues relating to the service.
- Clients had access to facilities, could personalise their bedrooms, could store away possessions and could access food and drink 24 hours a day at New Writtle Street.
- The service had an on-call doctor available and telephone support with the registered manager, a nurse and the director 24 hours a day.
- Staff received regular supervisions and annual appraisals.

# Summary of findings

## Our judgements about each of the main services

Service	Rating	Summary of each main service
Substance misuse services		Substance misuse residential services.

# Summary of findings

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# New Writtle Street

**Services we looked at**

Substance misuse services

# Summary of this inspection

## Background to New Writtle Street

New Writtle Street is the residential accommodation site attached to PCP Chelmsford treatment centre. New Writtle Street offers clients, who attend PCP Chelmsford for treatment, residence only. For full details of PCP Chelmsford treatment centre please see the report on the CQC website: <http://www.cqc.org.uk/location/1-290374861>

New Writtle Street provides accommodation for up to four clients who require treatment for substance misuse at the PCP Chelmsford treatment centre. Clients may stay at New Writtle Street during their detoxification period depending on their assessment of needs. Clients attend and receive treatment at PCP Chelmsford including assisted withdrawal and detoxification programmes for clients addicted to alcohol or substances. The treatment centre at PCP Chelmsford offers one to one counselling, group therapy, 12-step groups, art therapy, medication and equine therapy.

Staff at New Writtle Street complete night shifts where they attend the treatment centre at PCP Chelmsford for a handover at the start of their shift. Staff transport clients to the accommodation site at New Writtle Street and transport clients back to the treatment centre at PCP Chelmsford in the morning. Staff sleep at the service and provide a supportive role to clients throughout the night. There are no staff or clients at the accommodation site during the day. The service provides residential accommodation for male and female clients, most of whom are self-funded.

The service is registered to provide the following activities:

Accommodation for persons who require treatment for substance misuse

The service has a registered manager who is appointed by the provider to manage the regulated activity on their behalf and the nominated individual who must be employed as a director, manager or secretary of the organisation. They must also be in a position which carries responsibility for supervising the management of the carrying on of the regulated activity.

We last inspected New Writtle Street in 2014 using our previous methodology. There were no compliance actions. However, we inspected the treatment site at PCP Chelmsford in January 2016 where we also visited the accommodation site at New Writtle Street and issued requirement notices under the Health and Social care Act 2008 (Regulated Activities) regulations 2014 for regulation 19, fit and proper persons employed and regulation 12, safe care and treatment. The provider is now compliant with all actions.

Due to the nature of this service, we were unable to speak with staff, clients or access all records. However, this information is available at the treatment site at PCP Chelmsford. Please see the PCP Chelmsford report on our website: <http://www.cqc.org.uk/location/1-290374861>

## Our inspection team

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

## Why we carried out this inspection

We inspected this service as part of our comprehensive inspection programme to make sure health and care services in England meet the Health and Social Care Act 2008 (regulated activities) regulations 2014.

# Summary of this inspection

## How we carried out this inspection

To understand the experience of people who use services, we ask the following five questions about every service:

- 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:

- visited the accommodation site at New Writtle Street
- looked at the quality of the physical environment
- spoke with the registered manager and the admission manager
- reviewed emergency equipment and medication
- Looked at policies, procedures and other documents relating to the running of the service.

## What people who use the service say

We were unable to speak to clients using the service on the day of our inspection as they were receiving

treatment at PCP Chelmsford. Please see the PCP Chelmsford report on our website for further information on what people using the service say:  
<http://www.cqc.org.uk/location/1-290374861>.

# 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.

We found the following areas of good practice:

- The service was clean and safe. Risk assessments were completed of the environment and resuscitation equipment was regularly checked.
- Staff could access resuscitation equipment and emergency medication.
- Staffing levels were sufficient to meet the needs of clients.
- The service had an on-call doctor available, and could speak to the registered manager, a nurse and the director 24 hours a day.
- Staff were 100% compliant with mandatory training.
- Staff attended the treatment centre daily for a handover of information of any client risk concerns.
- The registered manager fed back lessons learnt to staff following incidents.

However, we also found the following issues that the service provider needs to improve:

- The service did not have a ligature risk assessment in place. However, clients were risk assessed prior to staying at New Writtle Street.

### Are services effective?

We found the following areas of good practice:

- Staff accessed records and could input entries in to the laptop which they brought over daily from the treatment centre to New Writtle Street.
- Staff received training relevant to their role, had three monthly supervisions and annual appraisals.

### Are services caring?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- Clients at New Writtle Street took part in community meetings and service user groups held at PCP Chelmsford treatment site and were able to give their feedback on any issues.



# Summary of this inspection

## Are services responsive?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- Clients could visit and view New Writtle Street prior to staying at the accommodation.
- New Writtle Street discharged 102 clients in the last twelve months prior to our inspection.
- Clients stayed at the accommodation, on average, for one week.
- Clients were able to access quiet and private areas.
- Clients made their own food and drinks at New Writtle Street.
- Clients could personalise their bedrooms and could store away personal possessions in safes.
- Clients received support from staff with activities of daily living if required.
- Clients had access to information on how to make a complaint.

## Are services well-led?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- Staff received and were 100% compliant with mandatory training.
- Staff received annual appraisals and three monthly supervisions.
- Policies and procedures were in place and followed by staff.
- Staff spoke very positively about working together as a team.
- Staff said they felt able to give feedback on the service.

# Detailed findings from this inspection

## Mental Health Act responsibilities

- Clients were not detained at New Writtle Street.

## Mental Capacity Act and Deprivation of Liberty Safeguards

- Staff received Mental Capacity Act training and were 100% compliant with this.

## 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	
Caring	
Responsive	
Well-led	

## Are substance misuse services safe?

### Safe and clean environment

- The service was clean and safe. Clients took part in cleaning of the accommodation.
- The furnishings were clean and well maintained.
- Staff completed various health and safety risk assessments of the environment and there were action plans in place to address any concerns which had been met.
- Staff did not complete ligature risk assessments but were in the process of implementing this. However, all clients were risk assessed prior to their stay at New Writtle Street.
- The accommodation had separate male and female bedrooms on different floors. However, the bathroom and toilets were shared. When we asked the provider about this they stated this was made clear to clients on admission and if clients wished to stay in single sex accommodation this was available at different sites.
- Staff had access to naloxone (used to reverse the effects of opioids) and resuscitation equipment which were checked regularly.
- Hand washing posters were visible above some sinks.
- There was evidence of portable appliance testing at New Writtle Street.
- Rooms were not fitted with alarms and staff did not carry personal alarms. However, staff used a mobile phone provided in all instances of emergencies.

### Safe staffing

- The service consisted of a registered manager and two support workers who rotated to cover the service at night. The service did not recruit qualified nurses to work at the accommodation site.
- The service had no vacancies at the time of our inspection.
- No shifts were required to be filled by bank and agency staff to cover sickness, absence or vacancies in the last three months. If cover was required in an emergency, staff were sent from other sites to cover New Writtle Street.
- There was no staff sickness in the last twelve months prior to 24 January 2017.
- The service had one staff leaver in the last twelve months prior to the 24 January 2017 and has since recruited in to this post.
- The service had consistent access to a prescribing doctor. Twenty four hours seven days a week on call telephone support was available from the doctor. The registered manager, a nurse and the director were also available to call as required.
- Staff were compliant with 100% of mandatory training.

### Assessing and managing risk to clients and staff

- There were no episodes of restraint.
- Staff had access to care records by bringing a laptop from the treatment centre at PCP Chelmsford to the accommodation site at New Writtle Street daily and returning this at the end of their shift. We were, therefore, unable to look at any care records whilst on site.
- The registered manager told us risk assessments were completed and updated regularly at the treatment centre.

# Substance misuse services

- The service had a lone working policy for staff which was followed effectively.
- Staff attended the treatment centre prior to and after every shift for a handover of information about the day which included a review of any client risk concerns and management plans.
- Staff were trained in safeguarding adults and children with a 100% compliance rate. The registered manager and admissions manager were aware of when and how to make safeguarding alerts.
- Staff did not store medication on site. Medication was transported to New Writtle Street at the start of every shift. This was logged and recorded appropriately.

## Track record on safety

- The service did not have any serious incidents in the last twelve months prior to 24 January 2017.
- The registered manager reviewed incidents at all sites and fed back lessons learnt to staff from clinical governance meetings.

## Reporting incidents and learning from when things go wrong

- The service had a paper incident reporting system. All incidents were reviewed and discussed with staff by the registered manager prior to completing the investigation of the incident.
- The registered manager feedback lessons learnt at staff meetings.
- The registered manager said they had no serious incidents that required debriefing but they had a morning meeting daily and regular team meetings to discuss any difficulties with clients and any incidents or concerns.

## Duty of candour

- The manager was able to demonstrate how complaints were managed in an open and transparent way and provided evidence of this.

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

## Assessment of needs and planning of care

- We were unable to look at any care records as these were all kept at the treatment centre at PCP Chelmsford. Staff accessed records electronically and attended the treatment centre at the start of the night shift to bring the laptop to the accommodation site at New Writtle Street and returned this back to the treatment centre in the morning.
- The registered manager informed us staff could access records electronically and input entries in to these via the laptop at New Writtle Street.

## Best practice in treatment and care

- Doctors were available onsite twice a week to carry out a full physical assessment on clients.

## Skilled staff to deliver care

- Support workers were the only staff based at New Writtle Street.
- The service provided opportunities for additional staff training and provided online and face-to-face training in a variety of subjects relevant to substance misuse.
- Staff received regular supervision every three months.
- All staff had an annual appraisal.
- Staff attended staff meetings.

## Multidisciplinary and inter-agency team work

- New Writtle Street staffing consisted of two support workers and a registered manager. Staff attended morning handover meetings at the treatment centre at PCP Chelmsford where they met with other members of the multi-disciplinary team.
- The registered manager told us they had effective working relationships with teams outside of the organisation such as GPs, the local authority, social services and housing but this engagement took place at the treatment site at PCP Chelmsford.

## Adherence to the MHA

- Staff did not work with clients detained under the Mental Health Act and were not offered training in this.

## Good practice in applying the MCA

- The service provider was 100% compliant with staff Mental Capacity Act training.

# Substance misuse services

## Equality and human rights

- Staff received training in equality and diversity.
- The manager we spoke to was aware of and demonstrated an ethos of supporting equality and diversity.

## Are substance misuse services caring?

### Kindness, dignity, respect and support

- Client confidentiality and respect was included as part of the treatment contract with clients.
- We were unable to observe interactions between clients and staff or speak with clients to obtain their views on this. Please see PCP Chelmsford report for further details on this question.

### The involvement of clients in the care they receive

- The admissions manager told us that clients were assessed and treatment plans were determined with the client at the PCP Chelmsford treatment site. Clients were able to visit the accommodation site at New Writtle Street if requested prior to admission.
- Clients at New Writtle Street took part in community meetings and service user groups held at PCP Chelmsford treatment site and were able to give their feedback on any issues.

## Are substance misuse services responsive to people's needs? (for example, to feedback?)

### Access and discharge

- Staff assessed clients at PCP Chelmsford treatment site within 24 hours of referral and this could be completed over the phone or in person with the client. The registered manager told us admissions were accepted into the service twice weekly, on a Tuesday or Thursday at the treatment site. Clients were admitted to the service on the next available admission day where they would stay at the New Writtle Street accommodation site.
- New Writtle Street discharged 102 clients in the last twelve months from the 21 January 2017.

- Average length of stay was one week at the accommodation site at New Writtle Street.
- There were no delayed discharges at New Writtle Street.

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

- New Writtle Street had sufficient facilities for an accommodation site. All treatment took place at the PCP Chelmsford site.
- Clients had their own bedrooms where they could access quiet spaces, except for the agreed shared bedrooms. There was a separate lounge and dining room which clients used.
- Clients were able to make calls in private except for the first week when phones were confiscated as part of the treatment programme, which clients consented to.
- Clients were able to access outside space whenever they liked via the garden.
- Clients made their own food and had access to this 24 hours a day.
- Clients had a safe in every bedroom so they could store their possessions away securely.
- Clients had a timetable where they could access groups as part of their treatment plans in the evenings and at weekends.

### Meeting the needs of all clients

- Clients requiring disabled access used other accommodation sites as New Writtle Street had stairs that were not accessible to disabled clients.
- Information on treatments was available at the treatment site at PCP Chelmsford.
- Information on how to complain was available at New Writtle Street.
- Access to interpreters or signers were available at the treatment site.
- Clients were able to meet their own dietary requirements themselves as they shopped and cooked their own food with support from staff if required.

### Listening to and learning from concerns and complaints

# Substance misuse services

- New Writtle Street had one complaint in the last twelve months prior to the 21 January 2017.
- Staff received feedback on the outcome of complaints as demonstrated in clinical governance meetings and staff meeting minutes.
- The service received 20 compliments in the last twelve months prior to the 21 January 2017.

## Are substance misuse services well-led?

### Good governance

- Staff received and were 100% compliant with mandatory training.
- Staff received annual appraisals and three monthly supervisions.

- Policies and procedures were in place and followed by staff.
- Staff had regular staff meetings which detailed lessons learnt.
- The provider demonstrated they were reporting, reviewing and learning from incidents. Incident forms were reviewed and investigated.

### Leadership, morale and staff engagement

- The two staff we spoke to said they felt supported in their roles.
- Staff spoke very positively about working together as a team.
- Staff said they felt able to give feedback on the service.