

Change, Grow, Live

Drug & Alcohol Service Reading

Inspection report

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, 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 to people's needs?

Good 

Are services well-led?

Good 

Summary of findings

Overall summary

This service had not previously been rated.

We rated this location as good because:

- The service provided safe care. The premises where clients were seen were safe and clean. The number of clients on the caseload of the teams, and of individual members of staff, was not too high to prevent staff from giving each client the time they needed. Staff assessed and managed risk well and followed good practice with respect to safeguarding.
- Staff developed holistic, recovery-oriented care plans informed by a comprehensive assessment. They provided a range of treatments suitable to the needs of the clients and in line with national guidance about best practice.
- The teams included or had access to the full range of specialists required to meet the needs of clients under their care. Managers ensured that these staff received training, supervision and appraisal. Staff worked well together as a multidisciplinary team and with relevant services outside the organisation.
- Staff treated clients with compassion, kindness and understood the individual needs of clients. They actively involved clients in decisions and care planning. Clients accessed a service user forum, which was used to provide feedback about the service they received.
- The service was easy to access. Staff planned and managed discharge well and had alternative pathways for people whose needs it could not meet.
- The service was well led, and the governance processes ensured that its procedures ran smoothly.

However:

- Records were not always detailed, concise or stored in the correct sections of the client's care and treatment records.

Summary of findings

Our judgements about each of the main services

Service	Rating	Summary of each main service
Community-based substance misuse services	Good 	



Summary of findings

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Summary of this inspection

Background to Drug & Alcohol Service Reading

Drug & Alcohol Service Reading is a community-based substance misuse service provided by Change Grow Live. Change, Grow, Live (CGL) is a voluntary sector organisation specialising in substance misuse and criminal justice intervention projects in England and Wales. Drug & Alcohol Service Reading (also known as Reading CGL) provides support to adults who live in Reading who require treatment for alcohol and illicit substance misuse.

They offer a range of services including initial advice, assessment and harm reduction services including needle exchange, prescribed medicines for alcohol and opiate detoxification and stabilisation, naloxone dispensing, group recovery programmes, one-to-one key working sessions and doctor and nurse clinics which includes health checks and blood borne virus testing.

The service was registered with the commission on 30 July 2020 and this was the first inspection where we provided a rating since registering.

There was a registered manager in post at the time of inspection.

The service is registered to provide the following regulated activity:

- Treatment for disease, disorder and injury.

This was an unannounced visit which meant staff and clients did not know that we would be visiting. This was Reading CGL's first inspection.

What people who use the service say

We spoke to two clients who use the service via a video call. Clients told us that the service had improved following feedback from the service user forum. For example, early in the COVID-19 pandemic clients had been unable to fully access the service due to lockdown restrictions but the service had listened to this feedback and client's regular contact was reinstated. The service made adaptations to ensure it was as accessible as possible whilst adhering to government guidance. Clients spoke highly of staff and the care and treatment they had received to date.

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:

Summary of this inspection

- Visited the premises and looked at the quality of the environment
- Spoke with a team leader, the pathways and quality lead and service user lead
- Spoke with seven other members of staff including four recovery co-ordinators, one administration staff, one nurse, and one non-medical prescriber
- Spoke with two clients
- Reviewed five client care and treatment records
- Attended one multi-disciplinary team meeting, which included a focus on safeguarding
- Observed one relapse prevention group and
- Looked at a range of policies and procedures related to the running of the service.

You can find information about how we carry out our inspections on our website: <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection>.

Areas for improvement

Action the service SHOULD take to improve:

We told the service that it should take action because it was not doing something required by a regulation, but it would be disproportionate to find a breach of the regulation overall.

- The service should ensure a consistent approach to recording client's care and treatment records. The service should ensure that updates to clients care and treatment are reflected in the care plan and risk assessments.

Our findings






Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Community-based substance misuse services	Good	Good	Good	Good	Good	Good
Overall	Good	Good	Good	Good	Good	Good

Good 

Community-based substance misuse services

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

Are Community-based substance misuse services safe?

Good 

We rated safe as good because:

- All premises where clients received care were safe, clean, well equipped, well furnished, well maintained and fit for purpose.
- The service had enough staff, who knew the clients and received basic training to keep them safe from avoidable harm. The number of clients on the caseload of the teams, and of individual members of staff, was not too high to prevent staff from giving each client the time they needed.
- Staff assessed and managed risks to clients and themselves well. They responded promptly to sudden deterioration in clients' physical and mental health. Staff made clients aware of harm minimisation and the risks of continued substance misuse.
- Staff understood how to protect clients from abuse and the service worked well with other agencies to do so. Staff had training on how to recognise and report abuse, and they knew how to apply it.
- The service used systems and processes to safely prescribe, administer, record and store medicines. Staff regularly reviewed the effects of medications on each client's physical health.
- The service had a good track record on safety. The service managed client safety incidents well. Staff recognised incidents and reported them appropriately. Managers investigated incidents and shared lessons learned with the whole team and the wider service. When things went wrong, staff apologised and gave clients honest information and suitable support.

Are Community-based substance misuse services effective?

Good 

We rated effective as good because:

- Staff completed comprehensive assessments with clients on accessing the service. They worked with clients to develop individual care plans and updated them as needed. Care plans reflected the assessed needs, were personalised, holistic and recovery-oriented.

Community-based substance misuse services

- Staff provided a range of care and treatment interventions suitable for the client group and consistent with national guidance on best practice. They ensured that clients had good access to physical healthcare and supported clients to live healthier lives.
- Staff used recognised rating scales to assess and record severity and outcomes. They also participated in clinical audit, benchmarking and quality improvement initiatives.
- The teams included or had access to the full range of specialists required to meet the needs of clients under their care. Managers made sure that staff had the range of skills needed to provide high quality care. They supported staff with appraisals, supervision and opportunities to update and further develop their skills. Managers provided an induction programme for new staff.
- Staff from different disciplines worked together as a team to benefit clients. They supported each other to make sure clients had no gaps in their care. The team had effective working relationships with other relevant teams within the organisation and with relevant services outside the organisation. For example, the local authority and the local community mental health teams.
- Staff supported clients to make decisions on their care for themselves. They understood the provider's policy on the Mental Capacity Act 2015 and knew what to do if a client's capacity to make decisions about their care might be impaired.

Are Community-based substance misuse services caring?

Good 

We rated caring as good because:

- Staff treated clients with compassion and kindness. They understood the individual needs of clients and supported clients to understand and manage their care and treatment.
- Staff involved clients in care planning and risk assessment and actively sought their feedback on the quality of care provided via the service user forum. They ensured that clients had easy access to additional support.
- Staff informed and involved families and carers appropriately.

Are Community-based substance misuse services responsive?

Good 

We rated responsive as good because:

- The service was easy to access. Staff planned and managed discharge well. The service had alternative care pathways and referral systems for people whose needs it could not meet. For example, the service would signpost or make referrals to residential substance misuse services for those who required a residential alcohol detoxification.
- The design, layout, and furnishings of treatment rooms supported clients' treatment, privacy and dignity.
- The service met the needs of all clients, including those with a protected characteristic or with communication support needs.
- The service treated concerns and complaints seriously, investigated them and learned lessons from the results, and shared these with the whole team and the wider service. For example, when concerns were raised early in the COVID-19 pandemic about access to the service, this was acted upon and changes made to ensure clients had regular contact with staff as required.

Community-based substance misuse services

Are Community-based substance misuse services well-led?

Good 

We rated well-led as good because:

- Leaders had the skills, knowledge and experience to perform their roles, had a good understanding of the services they managed, and were visible in the service and approachable for clients and staff.
- Staff knew and understood the provider's vision and values and how they were applied in the work of their team.
- Staff felt respected, supported and valued. They reported that the provider promoted equality and diversity in its day-to-day work and in providing opportunities for career progression. They felt able to raise concerns without fear of retribution.
- Our findings from the other key questions demonstrated that governance processes operated effectively at ward level and that performance and risk were managed well.
- Teams had access to the information they needed to provide safe and effective care and used that information to good effect.
- Staff collected and analysed data about outcomes and performance.

However:

- Client care and treatment records were not always detailed, concise or stored in the correct sections. We reviewed five care records and found this in all cases. Staff were recording most updates in the client's note section rather than in the risk assessment and care plan sections. Notes did not always reflect the detailed work staff and clients were doing. Staff were also copying and pasting large amounts of text from other sources, such as professional meetings, which made it difficult to locate relevant information. The management team had already highlighted this as an issue and had arranged additional staff training and were auditing all records to ensure consistency. The service was also planning to further improve the electronic system to make it more user-friendly.