

Barrs Court Mews







Quality Report

Flat 1 Barrs Court Mews
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Date of inspection visit: 12 January 2017
Date of publication: 20/04/2017

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 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.

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 rated Barrs Court Mews good overall because;

- People who use the services had access to support from staff 24 hours a day including up to three hours of individual time for support and guidance.
- Staff helped people who use the service to achieve independent living and manage their long term chronic mental health issues including substance misuse issues.
- The environment at Barrs Court Mews was visibly clean. The flats were recently built and in good decorative order.
- People who use the services were able to personalise their flats.
- Staff received an induction period and mandatory training, including shadowing a member of staff before completing shifts on their own.

- There was effective liaison and partnership working between the staff and external professionals at Barrs Court Mews and the community mental health teams who were involved with the people who used the services.
- Staff received regular supervision and de-briefings following serious and untoward incidents.
- People who used the services actively contributed to their support plans and there was evidence of the collaborative work between the service user and staff working towards personalised goals.

However:

- People who used the services were unsure about how to access advocacy services and there was no information about advocacy services displayed on the premises.

Summary of findings

Our judgements about each of the main services

Service	Rating	Summary of each main service
Community-based mental health services for adults of working age	Good 	Good

Summary of findings

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Good



Barrs Court Mews

Services we looked at

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

Summary of this inspection

Background to Barrs Court Mews

Maplyn Care Services Limited provide community-based mental health services for adults of working age at Barrs Court Mews in Hereford. Barrs Court Mews is a registered location since 3 January 2017. The location accommodates and provides rehabilitative support for both males and females who live in self-contained flats.

We will review the registration for this location in order to establish whether this provider is more suited to the adult social care directorate. There was a registered manager in place and the service is registered for treatment of disease, disorder or injury under the Health & Social Care Act 2008.

The service offers a range of supportive intervention for those using the service who have complex mental healthcare needs including issues with substance misuse and social problems. The maximum amount of people

who reside at Barrs Court Mews is five. At the time of inspection there were three flats occupied. Each person had their own flat with a bathroom, bedroom and kitchen/lounge area.

Some people who use the service may be subject to a community treatment order under the Mental Health Act 1983 (amended 2007) or a conditional discharge from the courts. People who use the service are able to leave the building at will as every person has a key to the front door and their individual flats.

All the people who use the service at Barrs Court Mews hold a tenancy agreement for their accommodation. This meant that the flats are considered to be their home.

Barrs Court Mews has not been inspected prior to this inspection. Barrs Court Mews started to provide care and treatment on 13 November 2015.

Our inspection team

Team leader: Vanessa Kinsey-Thatcher

The team was comprised of two CQC inspectors.

We would like to thank the staff and service users who spoke to us about their experiences during the inspection.

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 these services, asked a range of other organisations for information and asked the provider to submit training figures and other relevant information.

During the inspection visit, the inspection team:

- Visited all four locations registered to Maplyn Care Services limited.
- Spoke with one service user at Barrs Court Mews.
- Spoke with the manager and deputy manager.

Summary of this inspection

- Spoke with two other members of support staff.
- Interviewed the operational directors with overall responsibility for these services.
- Looked at two out of three care records of people who use the services.
- Looked at a range of policies, procedures and other documents relating to the running of the service including health and safety logs.

What people who use the service say

- People using the service told us that the staff had helped them to keep them safe.
- One person using the service found searches of their property frustrating however understood the rules of the tenancy.

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 rated safe as good because:

- 100 % of staff had completed mandatory training across Barrs Court Mews.
- The environment at Barrs Court Mews was visibly clean. The flats were in good decorative order and had new furnishings.
- Electrical equipment was safety tested within the last year.
- Barrs Court Mews had fire extinguishers in place and a fire policy that included training for staff. Staff completed an annual arson prevention checklist on the 6 June 2016 and there was evidence of ongoing monthly fire safety checks.
- We found that closed circuit television cameras were fixed in the communal areas of the corridors and outside the front door to help safeguard people who use the services.
- Staff were aware of how and what type of incidents to report.
- Managers told us that they do not use agency staff.
- The service had staff present 24 hours a day, 365 days per year.
- Staff reported that there was a de-briefing following serious incidents and that senior managers were available for support during office hours and whilst on-call.

Good



Are services effective?

We rated effective as good because:

- Staff completed personalised and focused well-being plans and included the service users own goals in relation to mental and physical health issues, housing and employment.
- Staff completed risk assessments using information collected from a range of professionals who had involvement with the service user.
- The well-being plans for people using the service were reviewed every three months.
- Staff met with service users to discuss their goals and the two well-being plans reviewed showed evidence of service user involvement.
- All staff eligible completed training in a Care Certificate and a level 2 counselling skills certificate.
- Staff had received training in the Mental Capacity Act and introductory training in the Mental health Act.

Good



Are services caring?

We rated caring as good because:

Good



Summary of this inspection

- Staff demonstrated kind, supportive and caring interactions.
- Staff showed competence and confidence when talking to service users.
- Staff supported and engaged people who used the service in their care.
- Staff completed comprehensive support plans which included evidence of service users contribution to their well-being plans. We saw two records that clearly showed us this.
- All support and engagement plans reviewed showed that the person using the service had been involved in developing their well-being plan.

Are services responsive?

We rated responsive as good because:

- The flats were re-decorated and newly furnished for the people using the service. This included furniture and kitchen equipment. Barrs Court Mews offered accommodation and psycho-social support for adults between 18 years up to the age of 65 years.
- People using the service were able to take furniture away with them when they left the service to help set them up in their own accommodation.
- People using the service were able to personalise their flats.
- Service users knew how to make a complaint or raise a concern and felt able to do so.
- The provider used a system called the 4 C's, "comments, complaints, compliments and concerns." Staff and service users should have awareness of the 4 C's. No complaints at Barrs Court Mews had been reported in the last 12 months.

However:

- Service users did not have immediate access to advocacy services as this information had to be asked for.

Good



Are services well-led?

We rated well-led as good because:

- Staff received regular supervision and appraisal.
- Staff received appropriate training and induction to undertake their work as support workers.
- Staff sickness and absence levels were low.
- Maplyn Care Services did not participate in clinical audits however they used the Health of the Nation Outcome Scales (HoNOS) to monitor progress of the people using the service.
- Staff perceived morale was good. Staff felt supported by their managers and directors.

Good



Detailed findings from this inspection

Mental Health Act responsibilities

We do not rate responsibilities under the Mental Health Act 1983. We use our findings as a determiner in reaching an overall judgement about the Provider.

The staff at Barrs Court Mews have information about the Mental Health Act status of the people using the services and whether they are subject to a community treatment order or a Ministry of Justice restriction section.

Mental Capacity Act and Deprivation of Liberty Safeguards

All staff at Maplyn Care Services Limited received training in the Mental Capacity Act and used a pro forma to establish whether the people who use the service had capacity to make decisions about their care and treatment.

There were no Deprivation of Liberty Safeguards applied since the last inspection. People who used the service were free to leave the building whenever they want to.






CQC have made a public commitment to reviewing provider adherence to MCA and DoLS.

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

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

- The provider did not complete environmental risk assessments for the management of ligatures. Managers told us that they did not complete ligature audits in order to identify ligature points within the environment including the flats at Barrs Court Mews. A ligature is a place to which people who use services intent on self-harm could tie something to harm themselves. Staff reported that they mitigated risk of people using the service tying ligatures by completing individual risk assessments and as the people using the service had a tenancy agreement the flat was considered to be their home.
- The environment at Barrs Court Mews was visibly clean.
- The flats were in good decorative order and had comfortable furnishings.
- Electrical equipment in the office was safety tested within the last year.
- Barrs Court Mews had fire extinguishers in place and a fire policy that included training for staff to undertake the fire warden role in case of a fire. This included monthly audits for fire and safety.
- We found that closed circuit television (CCTV) cameras were fixed in the communal areas of the corridors and outside the front door. The CCTV recorded images and not sound and staff could view images in the previous 24 hours.

Safe staffing

- 100% of staff had completed training and undertook an annual refresher via an online training course. Training included equality and diversity, infection control, safeguarding and the Mental Capacity Act.
- Barrs Court Mews had one full time manager in post at the time of inspection and three whole time equivalent (WTE) support assistants. At the time of inspection there was 0.5 WTE support assistant post that was vacant. The manager was actively recruiting to this post.
- Across Maplyn Care Services Limited between the 1 January 2016 and 31 December 2016 21 members of staff had periods of sickness. This equated to a 2% staff sickness level. Sickness and absence was managed according to the providers policies.
- Managers used bank staff to fill vacant shifts to cover sickness and absence. Bank staff were recruited by Maplyn Care Services Ltd and had the same induction period across the three locations in Northampton as regular staff. Managers told us that they do not use agency staff.
- The service had staff present 24 hours a day, 365 days per year. At night there was only one member of staff. There was a lone working policy in operation and staff were aware of the policy and stated that they followed it. A manager told us that when there were concerns about a service user then staff carried out visits to a service users flat with two members of staff.
- Senior managers reported that they used a model for staffing requirements (psychiatric) which stated a ratio of one member of staff to every six service users as their minimum standard. The rotas at the time of inspection reflected these numbers.

Assessing and managing risk to patients and staff

Community-based mental health services for adults of working age

- Following a recent attempted assault on a female member of staff the provider had stipulated that female staff should not undertake one to one sessions with that particular male who uses the service. This meant that there were days when the person who uses the service was not able to access one to one time with staff when there was no male staff available. This approach was part of the risk assessment following the incident.
- Barrs Court Mews undertook risk assessments on all service users prior to admission. We saw evidence in every service user file we reviewed that these were present.
- Barrs Court Mews used a risk assessment HCR-20 form which covers a wide range of risk behaviours. Information concerning risk is collected from a range of professionals who have involvement with the person using the service.
- Staff told us they undertook welfare checks on the people who used the service twice a day either face to face or via the telephone. We saw records of checks that had been kept by staff.
- All three people using the services at the time of inspection had involvement with the local community mental health team.

Track record on safety

- Staff received breakaway training following the assault of a member of staff by a person who used the service at another location.
- The manager shared information amongst locations belonging to the provider following serious incidents and that senior managers were available for support during office hours and whilst on-call.
- There were 29 incidents logged between 23 July 2016 and the 2 January 2017. None of these incidents were met the reporting criteria to the Care Quality Commission.

Reporting incidents and learning from when things go wrong

- Managers and staff discussed incidents and investigations were discussed in the team meetings.
- On the handover form there was criteria noted for incidents notifiable to the Care Quality Commission to remind staff.
- Staff were aware of how and what type of incidents to report. Staff completed an investigation using a root cause analysis model and a timeline including five whys.

Are community-based mental health services for adults of working age effective? (for example, treatment is effective)

Good 

Assessment of needs and planning of care

- Staff completed comprehensive risk assessments and support plans which included evidence of the service users involvement.
- Well-being plans reviewed were personalised and focused on the person's own goals in relation to mental and physical health issues, housing and employment goals.
- Service users who require substance misuse support access this with a local provider and not within Barrs Court Mews.

Best practice in treatment and care

- Staff reported that the well-being plans for people using the service were reviewed every three months. Supports plans seen had evidence that these reviews took place.
- Each person using the service met with staff to discuss their goals and both well-being plans reviewed showed evidence of service user involvement.

Skilled staff to deliver care

- The manager at Barrs Court Mews was a registered social worker. All other staff at Barrs Court Mews were support workers who have completed a care certificate following an online competency framework.
- A manager told us that all staff received a 13 week induction which included enrolment onto the care certificate. New staff shadowed a more experienced support worker during the induction process and completed online training courses.
- There was evidence within the human resources files that staff received regular supervision and appraisal.
- Staff who spoke with us told us they received supervision and can ask for additional supervision when required.
- All staff eligible to undertake training in a care certificate had completed it.

Community-based mental health services for adults of working age

- All staff eligible for a level 2 counselling skills within Maplyn Care Services Limited certificate had completed this.
- All staff eligible had completed level two first aid at work certificate.

Multi-disciplinary and inter-agency team work

- Staff at Barrs Court Mews held the contact details for professionals who were involved with the people who use the services. Where appropriate, information regarding a person using the service was shared with the local community mental health teams, social services and other professionals.
- Handovers took place twice a day, morning and night. Information regarding the people using the service was written down on paper and stored in locked filing cabinets.
- There was evidence of monthly team meetings and minutes kept of what was discussed.
- Staff did not completed checks on the service users at handover time because the providers policy states staff do not enter the flats unless they have concerns for the person's safety. Staff kept a log of contact with the people who use the service.
- Barrs Court Mews staff were invited to and attended professional meetings such as Care Programme Approach (CPA) discharge meetings.
- Three service users at Barrs Court Mews had current involvement with mental health teams or criminal justice teams. The managers and staff had a good understanding of their individual needs and how to flag a deterioration of that person's mental state to their care team.

Adherence to the MHA and the MHA Code of Practice

- Staff were aware of individual's conditions under a Community Treatment Order or a Ministry of Justice Conditional Discharge paperwork.
- Staff received an introductory training session in the Mental Health Act during induction. Mental Health Act training is not part of the annual mandatory training. Staff could access senior staff and additional training online.
- People using the services had care co-ordinators in the community mental health team who would oversee their care and treatment.
- Barrs Court Mews and Maplyn Care Services Limited are not subject to Mental Health Act Review visits.

Good practice in applying the MCA

- All staff had received training for the Mental Capacity Act as part of their annual mandatory training.
- Staff use a mental capacity form to consider a person's mental capacity in relation to decisions about their treatment.
- Maplyn Care Services Limited had a policy in place regarding the use of the Mental Capacity Act.

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

Good 

Kindness, dignity, respect and support

- We observed interactions between the staff and the people using the service which were supportive and respectful.
- The person using the service stated that they found the staff to be supportive.
- There was evidence across all support and engagement plans reviewed that the person using the service had been involved in developing their well-being plan.
- Information including support plans, risk assessments and personal information was stored securely in locked cupboards in the main office. Staff used an online incident reporting system which was secured via an individual password system.

The involvement of people in the care they receive

- Barrs Court Mews used advocacy services in the local area however there were no posters displayed with advocacy information in Barrs Court Mews.
- Staff told us they can give details for advocacy services to people using the service when requested.
- No service user survey was conducted by Barrs Court Mews in the last twelve months.
- There was a locked post-box style suggestions box in the communal corridor by the office door where people who use the service could post comments confidentially.

Community-based mental health services for adults of working age

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

Good 

Access and discharge

- There was no information available regarding waiting times for access. The managers told us they had a target time of six months from referral to admission.
- Barrs Court Mewstook referrals from community mental health teams and criminal justice teams both locally and nationally.
- Staff told us that the length of stay at Barrs Court Mews was based on a person's individual needs.
- Information about delayed discharges is not applicable to this service as it is not a hospital or ward based setting.

The facilities promote recovery, comfort, dignity and confidentiality

- Flats were re-decorated and newly furnished for the people using the service. This included furniture and kitchen equipment.
- All flats had separate lounge/kitchen areas, bedroom and bathroom.
- When a person was discharged to independent living they were able to take the furniture and kitchen equipment including a television and sofa with them to their future accommodation. Service users were able to personalise their flats.
- Every flat is single occupancy and the people who use the services undertake a tenancy agreement under a supportive living scheme with Maplyn Care Services Limited.
- Staff gave support to the people who use the services in relation to housing and other benefits, bills and with skills to support independent living.

Meeting the needs of all people who use the service

- Barrs Court Mews offered accommodation and psycho-social support to working aged adults up to the age of 65 years.

- Staff showed an awareness of how to access interpretation services for those people using the service who required interpreters.
- No specific adjustments were made for disabled access at Barrs Court Mews. There was one ground floor flat that could be accessible for a wheelchair user.

Listening to and learning from concerns and complaints

- The provider operated a system in relation complaints. It was called the 4 C's, "complaints, concerns, compliments and comments." There were no complaints recorded in the last twelve months prior to inspection.
- Staff informed us that the 4 C's policy was in place to help identify and investigate complaints and concerns.
- A suggestion box was fixed on a wall outside the office for service users to access.

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

Good 

Vision and values

- Staff we spoke with at Barrs Court Mews were unclear of the vision and values however they had an understanding of the service they were providing.

Good governance

- Staff received appropriate training and induction to undertake their work as support workers at Barrs Court Mews.
- Staff received regular supervision and annual appraisal.
- Incidents were reported on a daily basis and this information was shared with the senior managers and amongst the teams via secure email.
- Maplyn Care Services did not participate in clinical audits. However, they used the Health of the Nation Outcome Scales to monitor progress of the people using the service.
- There was evidence that learning outcomes had been acted on following an incident with a female member of staff. Plans were put in place to protect staff from further incidents.

Community-based mental health services for adults of working age

Leadership, morale and staff engagement

- Staff told us they were able to undertake additional training and attend courses to help them with their career development.
- Staff perceived morale as good due to the support of the senior managers and a cohesive team.
- Staff we spoke with felt able to raise concerns with their manager without fear of reprisal.
- Barrs Court Mews had not conducted a staff survey in the last year.

- There were no reports of any bullying or harassment cases recently. Staff stated that there had been a manager who had been disciplined in relation to bullying in the past.
- Barrs Court Mewshad a low rate of sickness and absence.
- Turnover of staff was low at Barrs Court Mews. Three staff have left between 13 November 2015 and 12 January 2017.

Commitment to quality improvement and innovation

- Maplyn Care Services Limited were not accredited with any networks for supported living.

Outstanding practice and areas for improvement

Outstanding practice

People who used the service all received new furnishings and a television when they arrived at the service. When

they left to move to independent accommodation they were able to take the furnishings, television and kitchen equipment with them to help set them up in their accommodation.

Areas for improvement

Action the provider **SHOULD** take to improve

- The provider should ensure that information about advocacy services for people who use the service is accessible at all times.