

# Turning Point - Hoole Road

## Quality Report

27 Hoole Road

Hoole

Chester

CH2 3NH

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Website: [www.turning-point.co.uk](http://www.turning-point.co.uk)

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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

### 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.

### Overall summary

We do not currently rate independent standalone substance misuse services.

We found the following areas of good practice:

- The provider had addressed concerns identified at the last inspection.
- Suitable window restrictors were fitted to the first and second floor windows, to reduce the risk of falls.

# Summary of findings

## Our judgements about each of the main services

Service	Rating	Summary of each main service
Substance misuse services		See overall summary.

# Summary of findings

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# Turning Point - Hoole Road

**Services we looked at:**

Substance misuse services

# Summary of this inspection

## Background to Turning Point - Hoole Road

Turning Point - Hoole Road provides a rehabilitation programme for people with an addiction to drugs or alcohol. The service has 10 bedrooms, and can provide a residential rehabilitation service for up to 12 clients (two of the bedrooms can be used as double rooms). It also provides a day rehabilitation service ("day hab") for clients who are unable to stay in the service. For example because they have caring responsibilities. They follow the same programme as the residential clients, but return to their homes in the evenings and weekends.

Clients have already completed a detoxification programme before they come to Turning Point - Hoole Road, and agree to abstinence from drugs and alcohol. Clients typically stay at the service for 12 weeks, but this can be extended to 24 weeks. A mix of therapeutic and recovery activities are provided during the programme. Staff are on site from 9am to 6pm during the week, and 10am to 6pm at weekends. There is an on-call service

outside these times, mainly by telephone but staff can attend if required. This is part of the therapeutic community model which promotes personal responsibility and trust.

Most clients are funded by local authorities, with or without a top up payment that they pay themselves. Some clients are privately funded. Most of the residential clients are from outside the Chester area. The day hab clients are usually from within the local area, as they travel to the service each day.

Turning Point – Hoole Road is one of over 80 registered services provided by Turning Point. Turning Point provides two other residential rehabilitation services in the North West that work with the same model of care and support. The registered manager of Turning Point – Hoole Road was also the registered manager of another Turning Point service in the North West.

Turning Point – Hoole Road was last inspected in August 2016. They had one breach of regulations.

## Our inspection team

The service was inspected by CQC inspector Rachael Davies.

## Why we carried out this inspection

We undertook this announced inspection to find out whether Turning Point had made improvements at Turning Point – Hoole Road since our last comprehensive inspection on 9 August 2016.

Following this inspection, we told the provider that it must take the following actions to improve:

- The provider must ensure that window restrictors are installed correctly and are fit for purpose.

We issued the provider with a requirement notice that affected Turning Point – Hoole Road. This related to:

- Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment.

## How we carried out this inspection

On this inspection, we assessed whether the service had made improvements to the specific concerns we identified during our last inspection.

Before the inspection visit, we reviewed information that we held about the service.

During the inspection visit, the inspector:

## Summary of this inspection

- looked at the quality of the physical environment
- spoke with the manager.

### What people who use the service say

We did not interview any clients during this 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.

### **Are services safe?**

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- The provider had addressed concerns identified at the last inspection. Window restrictors were fitted to the first and second floor windows, to reduce the risk of falls.

### **Are services effective?**

We do not currently rate standalone substance misuse services.

We inspected this domain at our previous inspection in August 2016.

### **Are services caring?**

We do not currently rate standalone substance misuse services.

We inspected this domain at our previous inspection in August 2016.

### **Are services responsive?**

We do not currently rate standalone substance misuse services.

We inspected this domain at our previous inspection in August 2016.

### **Are services well-led?**

We do not currently rate standalone substance misuse services.

We inspected this domain at our previous inspection in August 2016.

# Detailed findings from this inspection

## Mental Capacity Act and Deprivation of Liberty Safeguards

We did not review the use of the Mental Capacity Act at this inspection.



# Substance misuse services

Safe	
Effective	
Caring	
Responsive	
Well-led	

## Are substance misuse services safe?

### Safe and clean environment

Following our last inspection in August 2016 we issued a requirement notice for breach of regulation 15 (premises and equipment). We found that window restrictors were not installed correctly and were not fit for purpose. Windows on the first and second floors, which included clients' bedrooms and bathrooms, could be opened beyond a safe distance, which may have put clients at risk of falling.

At this inspection we found that the provider had taken action to address these concerns, and was now compliant. All the bedrooms and bathrooms on the first and second floors were fitted with a suitable window restrictor. The restrictors allowed the windows to be opened, but limited this to a safe distance. The design of the restrictors meant they could not be easily unscrewed or removed.

## Are substance misuse services effective?

(for example, treatment is effective)

We inspected this domain at our previous inspection in August 2016.

## Are substance misuse services caring?

We inspected this domain at our previous inspection in August 2016.

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

We inspected this domain at our previous inspection in August 2016.

## Are substance misuse services well-led?

We inspected this domain at our previous inspection in August 2016.