

# Cambian - Victoria House Hospital

## 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

## 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.

# Summary of findings

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 rated Cambian – Victoria House Hospital as good in the effective domain. We did not give an overall rating for the service because this was a focused inspection. We rated the effective domain as good because:

- Mental Health Act training was mandatory for all staff working at the hospital.
- Ninety two percent of staff had received training in the Mental Health Act and the revised code of practice.
- Staff had been trained in managing actual and potential aggression as part of the hospital's efforts to reduce the use of restraint and rapid tranquillisation.

- Policies and procedures had been reviewed and updated to take account of the revised Mental Health Act code of practice.
- Patients were able to access an advocacy service which provided independent mental health advocacy.

The hospital had a process in place for the ongoing review of restrictive practices and was involving patients in this process.

# Summary of findings

## Our judgements about each of the main services

Service	Rating	Summary of each main service
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Long stay/ rehabilitation mental health wards for working-age adults	Good	
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# Summary of findings

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Good 

# Cambian - Victoria House Hospital

**Services we looked at**

Long stay/rehabilitation mental health wards for working-age adults

# Summary of this inspection

## Background to Cambian - Victoria House Hospital

Cambian – Victoria House Hospital is an independent hospital which is owned by Cambian Healthcare Limited. The service provides mental health rehabilitation services for men aged 18 years and over, who have a primary diagnosis of mental illness with a secondary diagnosis. For example challenging behaviour, complex needs or substance misuse.

Cambian – Victoria House Hospital is registered with the Care Quality Commission to provide the following regulated activities;

- Assessment or medical treatment for people detained under the Mental Health Act 1983.
- Treatment of disease, disorder or injury.

At the time of our inspection there was a registered manager and an accountable officer in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are ‘registered persons’. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The hospital is registered to care for up to 32 patients. At the time of our inspection there were 25 patients.

The hospital has been inspected on one previous occasion in the last 12 months.

- The last inspection was carried out on 9 and 10 February 2016 as part of our ongoing comprehensive mental health inspection programme. At the time, the service was given an overall rating of good. A rating of requires improvement was given in the effective domain. The provider was given a requirement notice because there was no implementation plan in place for the Mental Health Act revised code of practice. There were also a number of policies and procedures which required updating and not all staff had been trained in the revised code of practice. During this inspection we found that the provider had met these requirements.
- The service was inspected on three other occasions using old methodology and regulations.

## Our inspection team

Team leader: Carole Charman

The team that inspected the service comprised of a CQC inspector and a CQC inspection manager.

## Why we carried out this inspection

We inspected this service as part of a focused inspection in the effective domain to review the requirement notice issued at the last inspection.

## 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?

# Summary of this inspection

Before the inspection, we reviewed information that we held about Cambian – Victoria House and reviewed a number of policies which related to the Cambian Group.

This information suggested that the ratings of good for safe, caring, responsive and well led, that we made following our February 2016 inspection, were still valid. Therefore, during this inspection, we focused on those issues that had caused us to rate the service as requires improvement for effective.

During the inspection visit, the inspection team:

- Spoke with six staff members; including a nurse, occupational therapist, health care assistants and an administrator.
- Spoke with the registered manager.
- Looked at staff training records.
- Reviewed policies and procedures in relation the Mental Health Act code of practice.
- Reviewed the Mental Health Act documentation of four patients.

# 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 did not look at this area during our inspection.

Good



### Are services effective?

We rated effective as good because:

- Ninety two percent of staff working at the hospital had received training in the Mental Health Act and the revised code of practice.
- All of the Mental Health Act documentation we reviewed was relevant and up to date.
- Audits were carried out to ensure documentation was completed and in date.
- Staff explained patients' rights to them regularly. The dates and patient responses were documented in patient files.
- Patients had access to an independent mental health advocate.

Good



### Are services caring?

We did not look at this area during our inspection.

Good



### Are services responsive?

We did not look at this area during our inspection.

Good



### Are services well-led?

We did not look at this area during our inspection.

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.

Training in the Mental Health Act and the revised Mental Health Act code of practice was mandatory for all staff working at the hospital. The training presentation covered the main changes to the code of practice and what it meant for staff when carrying out daily tasks. We reviewed the training records for all staff and found that of 59 staff working in the service, 92% had received this training.

Staff re explained patients' rights to them on a regular basis. A record was kept of each time a patient had their rights explained and their understanding.






The service had a Mental Health Act administrator who monitored the legal status of patients and ensured all the correct documentation was in place. The Mental Health Act administrator carried out audits on this documentation every six months. The last audit had been completed on 8 November 2016.

The hospital manager had taken steps to reduce restrictive practices that had been in operation in the service. Staff we spoke with told us practices such as searching patients returning from leave and random room searches had been stopped and were now only carried out if there was a concern.

The hospital had a process in place for the ongoing review of restrictive practices and was involving patients in this process.

# Long stay/rehabilitation mental health wards for working age adults

Good 

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

## Are long stay/rehabilitation mental health wards for working-age adults safe?

Good 

At the last inspection in February 2016 we rated safe as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

## Are long stay/rehabilitation mental health wards for working-age adults effective?

(for example, treatment is effective)

Good 

### Adherence to the Mental Health Act and the Mental Health Act Code of Practice

The provider was given a requirement notice because there was no implementation plan in place for the Mental Health Act revised code of practice. There were also a number of policies and procedures which required updating and not all staff had been trained in the revised code of practice. During this inspection we found that the provider had met these requirements.

Training in the Mental Health Act and the revised Mental Health Act code of practice was mandatory for all staff working at the hospital. The training presentation covered

the main changes to the code of practice and what it meant for staff when carrying out daily tasks. We reviewed the training records for all staff and found that of 59 staff working in the service, 92% had received this training.

We reviewed the Mental Health Act documentation of four patients. We found documents relating to the Mental Health Act were kept separately from patients care records. All the records we reviewed were in good order and contained relevant detention papers including, section 17 leave, hospital manager's hearings, renewal of detention and mental health tribunals. On our previous inspection we found that reports from the approved mental health professionals were not kept with these papers. However, during this inspection we found these were present and there was a process in place to ensure that missing reports were followed up.

Staff explained patients' rights to them on a regular basis. A record was kept of each time a patient had their rights explained and their understanding.

Patients were able to access an advocacy service which provided Independent mental health advocacy. We saw leaflets and posters throughout the service which informed patients of these services. Advocates visited the hospital regularly and patients were able to attend drop in sessions if they required support.

The service had a Mental Health Act administrator who monitored the legal status of patients and ensured all the correct documentation was in place. The Mental Health Act administrator carried out audits on this documentation every six months. The last audit had been completed on 8 November 2016.

We reviewed the provider's policies and local policies and procedures in relation to the Mental Health Act code of

# Long stay/rehabilitation mental health wards for working age adults

Good 

practice. We found these policies had been amended and updated since our last inspection. We saw provider and local policies and procedures now took account of the changes to the Mental Health Act code of practice.

We saw evidence of some of these policies being implemented in practice. The hospital manager had taken steps to reduce restrictive practices that had been in operation in the service. Staff we spoke with told us practices such as searching patients returning from leave and random room searches had been stopped and were now only carried out if there was a concern. In addition, we were told staff had been trained in managing actual and potential aggression as a method for reducing the use of restraint and rapid tranquillisation.

The hospital had a process in place for the ongoing review of restrictive practices and was involving patients in this process.

## Are long stay/rehabilitation mental health wards for working-age adults caring?

Good 

At the last inspection in February 2016 we rated caring as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

## Are long stay/rehabilitation mental health wards for working-age adults responsive to people's needs? (for example, to feedback?)

Good 

At the last inspection in February 2016 we rated responsive as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

## Are long stay/rehabilitation mental health wards for working-age adults well-led?

Good 

At the last inspection in February 2016 we rated well-led as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.