

Good 

Navigo Health and Social Care CIC

Community-based mental health services for adults of working age

Quality Report

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Date of inspection visit: 28 November 2016
Date of publication: 14/02/2017

Locations inspected

Location ID	Name of CQC registered location	Name of service (e.g. ward/unit/team)	Postcode of service (ward/unit/team)
1-1206855621	Navigo Community Mental Health Services & Headquarters	Weelsby View Medical Centre	DN32 9SW
1-1206855621	Navigo Community Mental Health Services & Headquarters	Scartho Medical Centre	DN33 3JF

This report describes our judgement of the quality of care provided within this core service by Navigo Health and Social Care CIC. Where relevant we provide detail of each location or area of service visited.

Our judgement is based on a combination of what we found when we inspected, information from our 'Intelligent Monitoring' system, and information given to us from people who use services, the public and other organisations.

Where applicable, we have reported on each core service provided by Navigo Health and Social Care CIC and these are brought together to inform our overall judgement of Navigo Health and Social Care CIC.

Summary of findings

Ratings

We are introducing ratings as an important element of our new approach to inspection and regulation. Our ratings will always be based on a combination of what we find at inspection, what people tell us, our Intelligent Monitoring data and local information from the provider and other organisations. We will award them on a four-point scale: outstanding; good; requires improvement; or inadequate.

Overall rating for the service

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 / Deprivation of Liberty Safeguards

We include our assessment of the provider's compliance with the Mental Health Act and Mental Capacity Act in our overall inspection of the core service.

We do not give a rating for Mental Health Act or Mental Capacity Act; however we do use our findings to determine the overall rating for the service.

Further information about findings in relation to the Mental Health Act and Mental Capacity Act can be found later in this report.

Summary of findings

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Summary of findings

Overall summary

We rated community-based mental health services for adults of working age as good overall because:

- Following our inspection in January 2016, we rated the service as good for effective, caring, responsive and well-led.
- During this most recent inspection, we found that the service had addressed the issues that had caused us to rate safe as requires improvement following the January 2016 inspection.
- The community-based mental health services for adults of working age were now meeting Regulation 12 of the Health and Social Care Act (Regulated Activities) Regulations 2014.

Summary of findings

The five questions we ask about the service and what we found

Are services safe?

We rated safe as good because:

- Both teams were above 75% compliant in safeguarding adults and children's training. Those staff still to complete the training were booked onto planned training dates.
- The provider had introduced e-learning for some mandatory training units. This included information governance. The e-learning was accessible to staff from 31 October 2016. Following this, both teams had increased their compliance in information governance training to above 75%. Those staff still to complete this training had dedicated time scheduled.

Good



Are services effective?

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

Good



Are services caring?

At the last inspection in January 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.

Good



Are services responsive to people's needs?

At the last inspection in January 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.

Good



Are services well-led?

At the last inspection in January 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.

Good



Summary of findings

Information about the service

Navigo Health and Social Care CIC provide mental health services for people across North East Lincolnshire. This includes community mental health services for adults of working age.

Community mental health services for adults of working age operate in two teams based in health centres in Grimsby. These are named the East and West teams. Their purpose is to provide the following services for adults of working age:

- Assessment and initial treatment advice.
- Care plans and reviews developed with patients
- Pharmacological interventions and medicine management.
- Psychological therapies.

- Support for carers and families.
- Support with employment and vocational needs.
- Advice on health and wellbeing.
- Crisis planning and relapse prevention.

When CQC inspected the service in January 2016, we found that the provider had breached regulations. We issued the provider with one requirement notice for community services for adults. These related to the following regulation under the Health and Social Care Act (Regulated Activities) Regulations 2014:

- Regulation 12(2)(g) Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment.

Our inspection team

One Care Quality Commission inspector, Helen Gibbon, inspected the service.

Why we carried out this inspection

We undertook this inspection to find out whether Navigo Health and Social Care CIC had made improvements to community based mental health services for adults of working age since our comprehensive inspection in January 2016.

When we last inspected the provider in January 2016, we rated community based mental health services for adults of working age as good overall. We rated the effective, caring, responsive and well-led domains as good. However, we rated the safe domain as requires improvement.

Following the inspection we told the provider that it must take the following action to improve community based mental health services for adults of working age:

- The provider must ensure that all staff are up to date with mandatory training.

We issued the provider with one requirement notice that affected community based mental health services for adults of working age. This related to:

- Regulation 12(2)(c) Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment. This was due to low training compliance for safeguarding adults, safeguarding children, and information governance.

Summary of findings

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, we reviewed information that we held about community-based mental health services for adults of working age and requested information from the provider. This information suggested that the ratings of good for effective, caring, responsive and well led, that

we made following our January 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 safe. We also made a few recommendations at the last inspection which will be followed up at the next comprehensive inspection.

During the inspection visit, the inspector:

- Reviewed training compliance for community based mental health services for adults of working age.
- Spoke with the Head of Workforce.
- Spoke with four other staff working in community based mental health services for adults of working age.

Navigo Health and Social Care CIC

Community-based mental health services for adults of working age

Detailed findings

Name of service (e.g. ward/unit/team)	Name of CQC registered location
Weelsby View Medical Centre	Navigo Community Mental Health Services & Headquarters
Scartho Medical Centre	Navigo Community Mental Health Services & Headquarters

Are services safe?

By safe, we mean that people are protected from abuse* and avoidable harm

* People are protected from physical, sexual, mental or psychological, financial, neglect, institutional or discriminatory abuse

Our findings

Safe staffing

Staff were required to complete mandatory training units in specific topics. Navigo Health and Social Care CIC set their target at 85% compliance for staff completion of this required training. The CQC would expect providers to achieve a minimum of 75% compliance for staff completion of mandatory training units. During our previous inspection in January 2016, we were concerned that completion rates were low for both teams. This specifically related to the mandatory units for safeguarding adults, safeguarding children and information governance.

The provider recognised training compliance was low and informed us of the actions they planned to take to improve this. This included recruiting a head of workforce whose role would be to ensure mandatory training compliance increased across the organisation. Their expected date of compliance was 31 December 2016.

During our recent inspection in November 2016, we reviewed the actions the provider had taken to see if they had addressed our previous concerns.

At the time of this inspection, staff compliance in safeguarding children and adults had increased to over 75% as follows:

Safeguarding Adults – East team 77% West team 75%

Safeguarding Children – East team 100% West team 83%

Staff working within the service were able to give us detailed examples to demonstrate their understanding of safeguarding and the processes they were required to take.

The newly employed head of workforce had arranged 21 additional safeguarding adults training courses up to December 2016 and ongoing monthly courses throughout 2017. This was in addition to continued training sessions for safeguarding children. Staff that had still not completed this training were booked onto these courses. The provider was confident this would achieve compliance in safeguarding by the end of December 2016.

Following the inspection in January 2016, the provider had sourced an external organisation to develop e-learning packages for many of their mandatory training units. This included information governance. The provider offered the e-learning packages to staff from 31 October 2016. At the time of this inspection, information governance compliance had increased in the East team to 77% and increased in the West team to 54%. Staff had dedicated time scheduled to complete this e-learning to ensure the organisation met the compliance target. Classroom sessions, where staff could complete the units as a group and with the assistance of a trainer for additional support for those less confident, were also available.

We then followed this up in January 2017 to see if the provider had met the compliance target within the timescale they set. Staff compliance in the above training had improved to the following:

Safeguarding Adults - East team 86% West team 88%

Safeguarding Children - East team 100% West team 96%

Information Governance - East team 86% West team 83%

This meant they had exceeded CQC's minimum standards.

Are services effective?

Good 

By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

Our findings

At the last inspection in January 2016 we rated effective 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 services caring?

Good 

By caring, we mean that staff involve and treat people with compassion, kindness, dignity and respect.

Our findings

At the last inspection in January 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 services responsive to people's needs?

Good 

By responsive, we mean that services are organised so that they meet people's needs.

Our findings

At the last inspection in January 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 services well-led?

Good 

By well-led, we mean that the leadership, management and governance of the organisation assure the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.

Our findings

At the last inspection in January 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.