

Whitecross House

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

Overall summary

We do not currently rate independent standalone substance misuse services. Our last comprehensive inspection of Western Counselling Services was in November 2016. At that inspection, we issued a requirement notice. Issuing a requirement notice notifies a provider that we consider they are in breach of legal requirements and must take steps to improve care standards. On 10 May 2018 we undertook an unannounced, focused inspection to see whether the provider had made the required improvements.

- ? At the last inspection in 2016 we said the provider must ensure that all prescription/medicine administration records are signed by a doctor. In May 2018, we saw that all 13 of the current prescription/medicine administration records were signed by a GP.
- ? At the last inspection in 2016 we said the provider must ensure that clients are fully informed when methadone is given in tablet form, rather than liquid

(as per national guidelines) and should ensure the clients understand the reason for its use and their consent is sought. In May 2018, staff were able to explain their new process for highlighting this in their admission process. Clients who were due to receive methadone as part of their rehabilitation had the reasoning for using tablets instead of oral liquid explained to them. They were then asked to sign a consent form to show their understanding and consent. We saw that this practice was being followed.

- ? At the last inspection in 2016 we said the provider must ensure that medicines are administered from their original packaging from the dispensing pharmacy. In May 2018, we saw that the service was now receiving medication from the pharmacy, in sealed doset boxes to remove the need for staff to decant medicine into another packaging.

Summary of findings

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Summary of this inspection

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Whitecross House

Services we looked at

Substance misuse services

Summary of this inspection

Background to Whitecross House

Western Counselling Service provides residential rehabilitation for clients with drug and alcohol problems using the 12 step model of treatment. The service was

able to offer GP supported detoxification for non-complex clients. The majority of clients were funded by their home local authority but the service also admits self-funding clients.

Our inspection team

The team that inspected the service comprised two CQC inspectors.

Why we carried out this inspection

We undertook this inspection to find out whether the provider had made improvements to their substance misuse services since our last comprehensive inspection of the service in November 2016.

Following the April 2016 inspection, we issued a requirement notices related to a breach of regulation 12 (safe care and treatment).

How we carried out this inspection

As this was an unannounced focused inspection to follow up on specific areas of concern, we did not consider all of the five key questions that we usually ask:

- Is the service caring?
- Is the service responsive?
- Is the service safe?
- Is the service effective?
- Is the service well led?

Instead, we concentrated on whether the action that we had told the provider it must carry out at Western Counselling Services had been completed.

During the inspection visit, the inspection team:

- ? reviewed the medication records of all 13 clients
- ? reviewed the admission pack for a client receiving methadone
- ? spoke to two members of staff including the deputy manager.

What people who use the service say

This inspection was a focused review looking at the requirement notice we had issued in November 2016 surrounding medicines management. Because the inspection was unannounced, clients were receiving

group therapy at the time of our visit. Feedback from clients at the previous inspection was positive and we had received no feedback to the contrary in the time since 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 were satisfied that the service had met the requirements in the requirement notices we served in November 2016 because:

- Clients who were due to receive methadone as part of their recovery, they were given this in tablet form. Staff explained the reasoning behind this decision, and sought the clients consent and understanding as part of the admission process.
- Staff ensured that all of the medication administration records and prescriptions were signed by the GP of the client.
- The service had requested the pharmacy to provide medicine for the clients in client specific dosset boxes. This meant staff were not re-packaging medicines on site.

Are services effective?

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

Are services caring?

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

Are services responsive?

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

Are services well-led?

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

Substance misuse services

Safe

Effective

Caring

Responsive

Well-led

Are substance misuse services safe?

Assessing and managing risk to clients and staff

- ? Staff ensured that a doctor signed all prescriptions and medicines administration records. We reviewed all 13 medicine administration records and prescriptions for the clients in the service and saw this was the case.
- ? The service had requested that the pharmacy issued medicine for the clients in dosset boxes to remove the need for staff to repackage the medicine on site. We reviewed the medicines in storage at the site and saw this was the case.
- ? Staff explained the reasoning behind using tablet form methadone for clients that needed methadone on admission. We saw that a client who had this prescription had signed to show they understood the reasoning and consented to the medicine being in this form.

Are substance misuse services effective? (for example, treatment is effective)

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

Are substance misuse services caring?

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

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

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.

Are substance misuse services well-led?

We do not currently rate standalone substance misuse services. Since our inspection in November 2016 we have received no information that would make us re-inspect this key question.