Change, Grow, Live

Change Grow Live - Barnet

Inspection report

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location	Inspected but not rated
Are services safe?	Requires Improvement

Summary of findings

Overall summary

We have not previously inspected or rated this service. This was a focused inspection looking at parts of our key question of safe. We rated the service as Requires Improvement for being safe.

We found:

- Clients did not have a specific risk assessment concerning COVID-19. Clients' physical health risks were not assessed by staff when deciding if a client should attend the service. Of 15 client care and treatment records, none contained a specific risk assessment.
- Staff did not discuss with clients before their appointments if they had symptoms of COVID-19. This meant clients may be travelling and attending the service with possible COVID-19. This did not follow national guidance
- Additional measures introduced into the service to minimise the risk of COVID-19 transmission were not carried out consistently. The frequency of cleaning, tape on floors to remind staff of social distancing, and cleaning of a room where clients were seen were not always carried out as planned.
- Staff wore masks when meeting with clients but did not otherwise wear masks consistently when working in the service. This did not follow national guidance.
- The providers guidance on infection control and COVID-19 did not describe all of the practical actions staff should take to minimise transmission of COVID-19. The guidance had not been updated to reflect changing national guidance.

However:

- The environment had been adapted to reduce the risk of transmission of COVID-19. This included risk assessment of room sizes, taped floors and signs to promote social distancing.
- New procedures included cleaning of frequent touch points, such as light switches and door handles, and speaking to most clients on the telephone. Clients attending the service were expected to wear masks and use hand sanitiser located at the entrance to the service.
- Clients' appointments were staggered throughout the day to limit the number of clients in the service at one time.

Following the inspection, the provider took immediate action to review and update policies concerning infection control and COVID-19.

Summary of findings

Our judgements about each of the main services

Service	Rating	Summary of each main service
Substance misuse services	Inspected but not rated	

Summary of findings

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Summary of this inspection

Background to Change Grow Live - Barnet

We undertook this focused, unannounced inspection following information received by two whistleblowers. This information concerned infection control procedures and COVID-19.

Change Grow Live - Barnet is registered to provide:

Treatment of disease, disorder or injury.

The service is a community drug and alcohol prevention, treatment recovery service for for people living in the London Borough of Barnet.

There was a registered manager in post at the time of the inspection.

Change Grow Live - Barnet was registered with the Care Quality Commission in 2020. We had not previously inspected this service.

How we carried out this inspection

The inspection team for this inspection consisted of two CQC inspectors. The inspection involved a brief visit to the service. The remainder of the inspection was undertaken by videoconference due to COVID-19.

During this inspection, the inspection team:

- visited the service and observed how infection control procedures were carried out;
- spoke with the registered manager;
- spoke with six other staff including the deputy service manager, lead nurse and recovery co-ordinators;
- looked at the care and treatment records of 15 clients;
- looked at a policies and procedures concerning infection control and the operation of the service

Areas for improvement

- The provider must ensure that risks to clients of COVID-19 transmission are assessed and documented. This must include an assessment of the risks to clients in visiting the service.
- The provider must ensure that infection control procedures are detailed and specific, undertaken consistently by staff, and are effectively monitored. The procedures must reflect the most recent national guidance.

Our findings

Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Substance misuse services	Requires Improvement	Not inspected	Not inspected	Not inspected	Not inspected	Inspected but not rated
Overall	Requires Improvement	Not inspected	Not inspected	Not inspected	Not inspected	Inspected but not rated

Inspected but not rated

Substance misuse services

Safe	Requires Improvement

Are Substance misuse services safe?

Requires Improvement

We rated the service as Requires Improvement.

We found:

- Staff did not routinely assess clients for COVID-19 symptoms before they attended appointments. Twelve of 15 clients' care and treatment records did not contain any mention of COVID-19 symptoms. Three staff told us they observed their colleagues did not always ask clients about COVID-19 symptoms before appointments. Whilst staff had been advised at a meeting on 4 December 2020 to check with clients regarding possible COVID symptoms, this had not been universally implemented. This did not follow national guidance.
- Staff did not assess the risks to clients of visiting the service. Clients' physical health risks were not assessed by staff to make a decision about clients attending the service. None of the clients' care and treatment records we reviewed contained a risk assessment addressing the risks of COVID-19 and visiting the service. Staff did not know all of the characteristics which made people clinically vulnerable or clinically extremely vulnerable regarding COVID-19.
- Staff wore masks when meeting with clients but did not otherwise wear masks consistently when working in the service. Records from morning meetings, showed staff had been encouraged to wear masks but this was not mandatory. Staff we spoke with confirmed this. This did not follow national guidance.
- Some changes specifically designed to minimise COVID-19 transmission were not implemented consistently. Two multi-occupancy rooms did not have tape on the floor. The service risk assessment stated one staff member could use the staff kitchen at a time. The sign on the door of the staff kitchen said two people could use it. Staff members understanding of the frequency of cleaning touch points varied from hourly to twice per day. One room where clients were seen did not display any stickers indicating it had been recently cleaned.
- The service had poor ventilation with windows opening a small amount. Windows were not open when we visited the service and the service risk assessment had not considered if portable fans would assist with circulating air. Air circulation is an important element of limiting transmission of COVID-19.
- The provider did not update guidance when national guidance was updated. This meant areas such as wearing masks and screening clients for COVID-19 symptoms were not included in the provider's guidance.

However:

- The service had made environmental changes to reduce transmission of COVID-19. Risk assessments for rooms identified how many people could use rooms whilst maintaining social distancing. Tape on the floors marked out the distancing requirements. Signs on the walls and floors of corridors prompted people to maintain social distancing.
- The service had made changes to procedures to minimise transmission of COVID-19. Clients were expected to use sanitiser and wear face masks which were in the reception area. There was a schedule for staff to frequently clean touch points, such as door handles and light switches. Stickers were used to indicate surfaces that had been cleaned.
- Staff spoke with most clients on the telephone. Clients only came into the service for specific reasons. Client appointments were staggered throughout the day to limit the number of clients in the service at any one time.
- The provider had an automated text system which texted clients to remind them of appointments. At the time of the inspection this system was being changed to inform clients not to attend appointments if they had COVID-19 symptoms.

Inspected but not rated

Substance misuse services

- After we raised concerns with the provider, they immediately reviewed and updated guidance on infection control and COVID-19. Following the inspection, this guidance was being updated further.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment **The provider had not assessed, and done all that was reasonably practicable, to mitigate the risks of transmission of COVID-19 to clients. The provider did not ensure that the service premises were used in a safe way and had not taken sufficient action to assess, prevent and control the spread of infection.** Regulation 12(2)(a)(b)(d)(h)