

Cygnet Health Care Limited

# Cygnet Hospital Harrow

## Inspection report

London Road  
Harrow  
HA1 3JL  
Tel: 02089667000  
[www.cygnethealth.co.uk](http://www.cygnethealth.co.uk)

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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 caring?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



# Summary of findings

## Overall summary

Our rating of Cygnet Hospital Harrow stayed the same. We did not re-rate at this inspection.

This was a focused inspection of the three wards for men with autism (Springs Centre, Springs Unit and Springs Wing) due to a number of concerns we received regarding the care of patients.

We found:

- Overall, staff treated patients with compassion and kindness. They understood the individual needs of patients and supported patients to understand and manage their care, treatment or condition. Patients undertook a range of individual activities and staff provided them with support.
- Staff involved patients in care planning and risk assessment.

However:

- Staff did not always support, involve and communicate effectively with patients' families and carers.
- A number of patients had generic risk assessments and care plans for COVID-19 which were not specific to the patient. This meant that individual patients' understanding and needs related to COVID-19 had not been considered.

# Summary of findings

## Our judgements about each of the main services

### Service

**Wards for people with learning disabilities or autism**

**Inspected but not rated**

### Rating



### Summary of each main service

Our rating of this service stayed the same. We did not re-rate at this inspection.

We found:

- Overall, staff treated patients with compassion and kindness. They understood the individual needs of patients and supported patients to understand and manage their care, treatment or condition. Patients undertook a range of individual activities and staff provided them with support.
- Staff involved patients in care planning and risk assessment.

However:

- Staff did not always support, involve and communicate with patients' families and carers.
- A number of patients had generic risk assessments and care plans for COVID-19 which were not specific to the patient. This meant that individual patients' understanding and needs related to COVID-19 had not been considered.

# Summary of findings

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# Summary of this inspection

## Background to Cygnet Hospital Harrow

We inspected the learning disability and autism wards at Cygnet Hospital Harrow due to us receiving a significant number of concerns about the care of patients.

Cygnet Hospital Harrow has four wards:

Byron Ward - a 20 bed ward providing assessment and treatment for men and women with acute mental health problems;

Springs Centre - a 14 bed rehabilitation ward for men with autism

Springs Unit - a 16 bed low secure ward for men with autism

Springs Wing - a 10 bed locked rehabilitation ward for men with autism

Cygnet Hospital Harrow is registered to provide treatment of disease, disorder or injury and medical treatment for persons detained under the Mental Health Act 1983.

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

We have inspected Cygnet Hospital Harrow seven times since 2010. Our last comprehensive inspection was in November 2018 when the overall rating for the services was Good. The services were rated as Requires Improvement for being safe, and rated Good for being effective, caring, responsive and well-led.

We undertook a focused inspection of Byron Ward, the acute mental health ward, in August 2020. We did not rate that inspection.

## How we carried out this inspection

You can find information about how we carry out our inspections on our website: <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection>.

During this inspection:

- We spoke with 13 patients;
- We spoke with eight patients' relatives or carers;
- We looked at the care records of 13 patients;
- We observed the ward environment and how staff communicated with patients

## Areas for improvement

- The provider should ensure that all patients have an individualised care plan/risk assessment for COVID-19.

## Summary of this inspection

- The provider should ensure all patients' relatives and carers are involved in their care, with timely and effective communication.

# Our findings

## Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Wards for people with learning disabilities or autism	Not inspected	Not inspected	Inspected but not rated	Inspected but not rated	Not inspected	Inspected but not rated
Overall	Not inspected	Not inspected	Inspected but not rated	Inspected but not rated	Not inspected	Inspected but not rated

# Wards for people with learning disabilities or autism

Caring

Inspected but not rated 

Responsive

Inspected but not rated 

## Is the service caring?

Inspected but not rated 

Our rating of caring stayed the same. We found:

- Overall, staff treated patients with compassion and kindness. They respected patients' privacy and dignity. They understood the individual needs of patients and supported patients to understand and manage their care, treatment or condition. Eight of thirteen patients interviewed were positive about staff being helpful, listening to them and helping with their anxiety and stress. Three patients said some staff were nice and helpful. Two patients did not like staff and did not find them helpful. We observed staff knocking on patient's bedroom doors before entering, responding to patient's requests, and communicating with patients in a respectful, friendly manner.
- Staff involved patients in care planning and risk assessment. Thirteen patients' care plans, positive behaviour support plans and communication plans showed patient's views and involvement. All of them were person-centred although ten were not specific or time-bound regarding outcomes and goals.

However:

- Out of eight patients' relatives, six said that staff did not communicate with them at all, or infrequently. They said staff did not always inform them after incidents involving the patient. Four of the eight relatives said that staff did not always involve them in patient's care. However, the service was already responding to specific concerns by looking at how to increase communication and support for carers.
- Ten of thirteen patients had generic risk assessments and care plans for COVID-19 which were not specific to the patient. This meant that individual patients' understanding and needs related to COVID-19 had not been considered.

## Is the service responsive?

Inspected but not rated 

Our rating of responsive stayed the same. We found:

- Interviews with thirteen patients and a review of thirteen patients' care records showed a person-centred approach to meeting patient's needs, including patient's with particular disabilities. A variety of individual activities undertaken by patients included gym, cooking, golf, fishing and a film-making course. A Black History event took place which involved patients. A patient designed an easy read menu highlighting healthy options.