

Turning Point Somerset Maltravers House

Quality Report

Maltravers House
1 Petters Way
Yeovil
BA20 1SP
Tel: 01935 383360
Website: www.turning-point.co.uk

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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

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Overall summary

We do not currently rate independent standalone substance misuse services.

Our last comprehensive inspection of Turning Point was in September 2016. At that inspection, we issued one 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. The requirement notice we issued following that inspection related to breaches of Regulation 9 HSCA (RA) Regulations 2014 (Person-centred care).

On April 2018 we undertook a short-notice focused inspection to see whether the provider had made the required improvements.

- At the 2016 inspection we asked the provider to ensure that recovery care plans identified all risks, contained

Summary of findings

all information relevant to treatment and had clear reviews and actions. During this current inspection we found the provider had achieved this to a sufficient standard.

- Staff completed comprehensive assessments, risk assessments and had risk management plans in place. Staff had a good understanding of individual risk which was reflected in the client records. Risk management plans were comprehensive and staff were aware of all risk history.

- Clients developed their own care plans in small groups with their peers which were supervised by staff. Care plans were recovery focused and included plans to re-engage those who dropped out of treatment.

However:

- Clients would benefit from more individual support when completing their care plans to ensure they considered all the challenges they were facing as part of their detoxification and how they would manage these during their treatment and rehabilitation.

Summary of findings

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Turning Point Somerset Maltravers House

Services we looked at:

Substance misuse services

Summary of this inspection

Background to Turning Point Somerset Maltravers House

Turning Point Somerset provides support to people suffering from drug and alcohol problems across five geographical locations. The service was commissioned by Somerset County Council in February 2014 as part of an integrated specialist drug and alcohol service for adults and young people.

The specialist drug and alcohol service is made of three providers, one of which is Turning Point, working in partnership to deliver one overall treatment service. The partner agency that provides the contact and engagement element of the service are also regulated by us but was not inspected on this occasion. The second agency provides the housing support.

Turning Point specifically provides the specialist structured treatment. Services are provided from Yeovil (Maltravers House, which is the main registered location). The service provides substitute prescribing (drugs and alcohol), access to detoxification and residential rehabilitation, support for family members and carers of people affected by drug or alcohol use and signposting or referral to other agencies. They also offer harm reduction

advice and support, a peer mentoring programme, testing and vaccination for blood borne viruses, brief interventions, outreach, group work, individual and one to one therapy, and engagement and re-engagement.

The service also offers structured treatment for a very small cohort of young people. Appointments for this service do not take place in the adult service hubs, but instead in GP surgeries, schools and other appropriate community settings.

The service is registered with the Care Quality Commission to provide the regulated activity of

Treatment of Disease, Disorder or Injury. It has a registered manager in place. Somerset County Council is the lead commissioning partner. It works with other commissioners through the strategic group 'Somerset Drug and Alcohol Partnership'. This involves the Clinical Commissioning Group (CCG), police and crime commissioner and Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company (CRC).

We last inspected Turning Point Somerset on 20 to 23 September 2016. We issued one requirement notice following this inspection.

Our inspection team

The team that inspected the service comprised one CQC inspector and one assistant inspector.

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 in September 2016.

Following the September 2016 inspection, we issued a requirement notice related to breaches of Regulation 9 HSCA (RA) Regulations 2014 (Person-centred care).

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.

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

Summary of this inspection

During the inspection visit, the inspection team:

- visited Maltravers House
- met with the registered manager
- spoke with the team leader and a senior recovery worker
- looked at ten client records.

What people who use the service say

We did not speak to any clients during the focused 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 completed the improvements sufficiently in the requirement notice served in September 2016 because:

- Staff completed comprehensive assessments and from this, identified individual risks for each client. They had developed comprehensive risk management plans. Staff had a good understanding of the risks for each client and how these would be mitigated.

Are services effective?

We do not currently rate standalone substance misuse services.

- Since the previous inspection, the provider had developed a format to support clients to complete their own care plans. They were supported as part of a group to complete their care plan.

However:

- Some of the care plans contained very limited information and so some clients would probably benefit from more individual support to consider the challenges they are facing and how they might be managed.

Are services caring?

We do not currently rate standalone substance misuse services. Since our inspection in September 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 September 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 September 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 of clients:

- We looked at 10 care records. Staff had completed comprehensive assessments and risk assessments that were developed into thorough risk management plans. Staff were able to clearly articulate the risks for each client and how this would be managed.

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

Assessment of needs and planning of care:

- Clients completed their own care plans in small groups with support from staff. These demonstrated clients were involved in their care and they were recovery orientated.
- However, the content of the care plans varied in the 10 records we looked at and not all areas were completed. For example there was a section on the care plan for clients to complete which rated different areas out of 20. This included activity and employment, substance misuse, crime, housing and money, emotional well-being, physical well-being and social and family relationships. In the 10 records we looked at only four had completed this section of the care plan.

- Some clients would probably benefit from more individual support to complete the care plan, consider the challenges they were facing and identify the next steps.

Are substance misuse services caring?

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

Outstanding practice and areas for improvement

Areas for improvement

Action the provider **SHOULD** take to improve

- The provider should ensure that each client gets the support they need to complete their care plans and consider the next steps they will be taking in their treatment and rehabilitation.