

Delphi Wellbeing Centre

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

Ratings

Overall rating for this location

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

Mental Health Act responsibilities and Mental Capacity Act and Deprivation of Liberty Safeguards

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

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

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

Summary of findings

Overall summary

We do not currently rate independent standalone substance misuse services.

During this most recent desktop review in June 2017, we found that the services had addressed the issues that had caused us to issue one requirement notice following the November 2016 inspection.

We last inspected in November 2016 we found the service provider had made the following improvements to address the requirement notice, Regulation 15 HSCA 2008 (Regulated Activities) Regulations 2014 Premises and equipment.

At this desktop review, we found:

- The service had stopped using the premises and facilities that were unsuitable at the Cookson Street location where staff visited from April 2017.

This means that the provider was no longer in breach of regulation.

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 - see overall summary.

Summary of findings

Contents

Summary of this inspection

	Page
Background to Delphi Wellbeing Centre	6
Our inspection team	6
Why we carried out this inspection	6
How we carried out this inspection	6
What people who use the service say	7
The five questions we ask about services and what we found	8

Detailed findings from this inspection

Mental Capacity Act and Deprivation of Liberty Safeguards	9
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Delphi Wellbeing Centre

Services we looked at

Substance misuse services.

Summary of this inspection

Background to Delphi Wellbeing Centre

This service is registered by the CQC to provide the following regulated activity: the treatment of disease, disorder or injury under the inspection category of community substance misuse.

The service provides community detoxification and prescribing treatment for those who misuse drugs and alcohol. They work in partnership with public and third sector organisations.

A local council commissions Delphi Wellbeing centre. This service provides a fully integrated substance misuse service for clients who are Blackpool residents.

Delphi Wellbeing also provide input to young people aged 24 and under. This is a free service provided by the local council. They are commissioned to provide a fully integrated pathway offering advice and information on all substances including alcohol, tobacco and solvents.

The service operates Monday to Friday and provides some variable extended hours to meet local need. For example, staff attend outreach services at 7am to assist people who are on the streets and may be homeless. They also have a late opening until 19:30 each Thursday. The service also provides staff in satellite locations.

The service has a registered manager in place. The service was last inspected in November 2016. On that inspection, we issued one requirement notice in relation to Regulation 15 HSCA 2008 (Regulated Activities) Regulations 2014, Premises and equipment.

During this inspection, we found that the provider had now met the requirements of that regulation. (Regulation 15 HSCA 2008 (Regulated Activities) Regulations 2014, Premises and equipment).

Our inspection team

This inspection report was completed by undertaking a desktop review of information submitted to the Care Quality Commission by Lisa Holt inspector for CQC.

Why we carried out this inspection

We completed this desktop review to check if the provider had made improvements as part of our inspection programme to make sure health and care services in England meet the Health and Social Care Act 2008 (regulated activities) regulations 2014.

How we carried out this inspection

The inspection was a desktop inspection and we asked:

- Is it safe?

Before the desktop review, we reviewed information that we held about the location following the last inspection in November 2016.

During the desktop review we:

- looked at the information submitted by the provider
- spoke with the registered manager
- spoke with the head of clinical and nursing services.

Summary of this inspection

What people who use the service say

We did not speak with any clients during this desktop review. However, during the inspection in November 2016 clients were positive about the care and treatment they received at the service. They considered staff interested in their wellbeing and were confident their social needs would be addressed and they would be signposted onto other services as needed.

Clients told us in November 2016 that they were involved in decisions about their care and were encouraged in their recovery.

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 found the following issues that the provider needed to improve during our last inspection in November 2016.

- The premises staff visited at a satellite base were unsuitable. The visiting rooms did not afford privacy for clients, the furniture was shabby and health and safety checks were not in place for staff workstations. Other options were being considered and staff had been consulted about this.

During this desktop review, we found the provider had addressed the requirement notice in relation to Regulation 15 HSCA 2008 (Regulated Activities) Regulations 2014 Premises and equipment.

We found the following areas of good practice:

- The provider had stopped using the satellite base at Cookson Street from April 2017.

Are services effective?

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

Are services caring?

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

Are services responsive?

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

Are services well-led?

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

Detailed findings from this inspection

Mental Capacity Act and Deprivation of Liberty Safeguards

We include our assessment of the service provider's compliance with the Mental Capacity Act 2005 and, where relevant, the Mental Health Act 1983 in our overall inspection of the service.

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect the Mental Capacity Act or the Deprivation of Liberty Safeguards.

Substance misuse services

Safe	
Effective	
Caring	
Responsive	
Well-led	

Are substance misuse services safe?

Safe and clean environment

During the previous inspection in November 2016, the service had staff visiting and working in other buildings we visited. The location at Cookson Street was owned by the local authority and leased by a third party who delivered part of the community service provision. Six visiting rooms afforded no privacy and conversations could be overheard from room to room. The furniture was shabby. Staff had access to two workstations, which were not enough to complete their assessments. The chairs were too low to provide a safe environment for staff to work from and no workstation assessments had occurred. There was a clinic room but there was no access to a hand washing facilities. The management team had raised this by email to staff to provide feedback on solutions and options and to comment on how they could resolve these issues.

As part of this desktop review in June 2017, the Care Quality Commission received an email from the clinical service manager. This confirmed that from the 1st April 2017 Delphi Wellbeing centre staff no longer used the building that CQC previously inspected in November 2017 at Cookson Street, Blackpool to deliver any interventions or services. We also spoke with the head of clinical and nursing services who also confirmed this.

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

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

Are substance misuse services caring?

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

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

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.

Are substance misuse services well-led?

Since the last inspection in November 2016, we have received no information that would cause us to re-inspect this key question.