

Addaction - Hereford

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

- Addaction Hereford had made improvements to the space in their building to provide confidential areas for clients to speak to workers. Staff knew the lone worker policy and used this appropriately.
 - Staff checked clinical areas, which were clean, and equipment had been checked. Information was available in different languages. Young people were seen promptly on receipt of a referral and did not have to wait for a service.
 - Managers ensured recruitment processes were in place and followed the providers recruitment policy.
- However:
- The service used both electronic and paper records for clients. Risk assessments and recovery plans were not stored together and both documents varied in quality and detail depending on who had completed them.

Summary of findings

Our judgements about each of the main services

Service	Rating	Summary of each main service
Substance misuse services		see overall summary

Summary of findings

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Summary of this inspection

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Addaction - Hereford

Services we looked at

Substance misuse services.

Summary of this inspection

Background to Addaction - Hereford

Addaction is a national organisation and was founded in 1967. It has approximately 150 services across the UK that provides a range of services for drugs, alcohol and mental health.

Addaction Herefordshire is a community substance misuse service that provides drug and alcohol treatment to people in the county of Herefordshire. The main treatment team is situated in Hereford and has an outreach base in Ross-on-Wye. Leominster is registered as a separate location but is managed under this contract. They also provide a service one evening a week from a hospital in Ledbury.

The team provides support and treatment for people aged 11 and older who use drugs and alcohol. They also provide support to client's family and friends where appropriate.

The Addaction Herefordshire service provides advice support and treatment for people with drug and alcohol issues. It offers a range of services to support medical and psychosocial rehabilitation.

The service is open Monday, Wednesday, Thursday and Friday between 9.00 and 5.00 and on Tuesdays between 9.00 and 8.00. The service also opens on the first and third Saturday of each month between 10.00 and 13.00.

They offer a young people's service and children and young people are seen by the service in separate community venues or their own homes.

Addaction Herefordshire is registered to provide regulated activities in the treatment of disease, disorder or injury and diagnostic and screening procedures.

They have a registered manager. They were last inspected in October 2016 and this is a follow up inspection to see if they have met the requirement notices identified last time.

Our inspection team

The team that inspected the service comprised CQC inspector Linda Clarke (inspection lead), and one other CQC inspector.

Why we carried out this inspection

We inspected this service because when we last inspected the service on 4 and 5 October 2016, we found three breaches of the Health and Social Care Act 2008 (Regulated Activities) regulations 2014. These were

Regulation 12 HSCA (RA) Regulations 2014 Safe Care and Treatment.

- The provider did not ensure that each client had a completed risk assessment and risk management plan

Regulation 9 HSCA (RA) Regulations 2014 Person Centred Care

- The provider did not ensure that each client had a recovery plan. Staff had not completed recovery plans with clients.

Regulation 18 HSCA (Registration) Regulations 2009 Notification of other incidents

- The service was not notifying the Care Quality Commission of incidents that required notifications

We also identified the following actions the provider SHOULD take to improve

- The provider should ensure that clinical equipment is checked annually in line with manufacturing guidelines.

Summary of this inspection

- The provider should ensure staff maintain the privacy of clients at all times when providing support to them.
- The provider should ensure that staff carry out baseline physical health examinations. The provider should ensure all staff are familiar with the lone working policy.
- The provider should ensure staff record clients' consent and update this every three months in line with local policy
- The provider must ensure that they can offer children and young people a service without unnecessary delays.
- The provider should ensure information translated into community languages is available for clients to read.

- The provider should ensure all clients have a thorough assessment of their needs documented.
- The provider should ensure team discussions and action points about client risks are recorded.
- The provider should ensure that they manage room availability for client appointments effectively.

This inspection was to check if Addaction Hereford had undertaken the actions to address the identified breaches to become compliant.

We also received a concern about the recruitment processes being used by Addaction Hereford and used this inspection to review these processes.

How we carried out this inspection

Before the inspection we reviewed information we held about the location including provider engagement minutes, policies and provider action plans produced to address the breaches of the regulation. Since the inspection on 4 and 5 October 2016, the CQC had regularly met the service.

During the inspection visit, the inspection team

- Looked at eight care records including risk assessments, recovery plans and consent to treatment paperwork

- Completed a tour of the building including clinic rooms, and viewed the environment, including equipment and notice boards
- Reviewed the recruitment and personnel records for new starters in the last 12 months and the records for the most recent recruitment where posts had been offered but checks were still being completed
- Spoke to five members of staff including the manager of the service.

What people who use the service say

We did not interview clients during this inspection as the purpose of the inspection was to ensure the requirement notices from the previous inspection had been met and to specifically look at the concerns raised about recruitment.

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.

- During the inspection on 18 July 2017, we found Addaction Hereford had not fully met the requirement notice Regulation 12 Safe care and treatment. Risk assessments and risk management plans, although improved, were not comprehensive.

However:

- Addaction Hereford had ensured clinical equipment was checked in line with manufacturer's guidelines and action points from team discussion about risk had been recorded in the notes.

Are services effective?

We do not currently rate standalone substance misuse services.

- During the inspection on 18 July 2017, we found Addaction Hereford had not fully met the requirement notice Regulation 9 HSCA (RA) Regulations 2014 Person Centred Care as recovery plans were not completed for all clients.

However:

- Staff clearly recorded clients consent and updated this, assessments contained more detail than on the previous inspection. Staff carried out baseline physical health examinations with clients.

Are services caring?

We did not inspect this aspect of the service.

Are services responsive?

We do not currently rate standalone substance misuse services.

- During this inspection, we found the service had met all the areas we said they should improve
- Clients were provided with space so meetings could take place in private and room availability had improved, the young people's service no longer had a waiting list, and information was available in other languages.

Are services well-led?

We do not currently rate standalone substance misuse services.

Summary of this inspection

- During the inspection on 18 July 2017, we found Addaction Hereford had met the requirement notice Regulation 18 HSCA (Registration) Regulations 2009 Notification of other incidents.
- Staff knew and understood the providers lone working policy
- We also found their recruitment processes to be robust and thorough.

Substance misuse services

Safe

Effective

Caring

Responsive

Well-led

Are substance misuse services safe?

Safe and clean environment

- We checked the clinical areas. Equipment was checked annually and in line with the manufacturers' guidance. It was clean and well maintained.

Assessing and managing risk to clients and staff

- We looked at eight sets of client records. These contained risk assessments that varied in quality. Some were detailed while others were brief. In one file, the risk assessment had not been updated. The records were difficult to follow as the service is using a mix of electronic and paper records. The electronic system did give an alert if there was a particular risk to a client and we saw this on two files. We saw staff had recorded team discussions about client risk.

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

Assessment of needs and planning of care

- Addaction Hereford used an electronic and paper system for storing records. Recovery plans were on paper. These had been completed by clients in their own words. They varied in the amount of detail included and it was difficult to find them as they weren't on the electronic system. This was confusing and could affect patient care if a new worker or agency member of staff did not understand the dual system.

Best practice in treatment and care

- Records showed that staff had considered physical healthcare checks and recorded these in the electronic notes. They recorded if a client had refused to take up these checks.

Good practice in applying the Mental Capacity Act

- Capacity to consent was recorded and updated every three months in line with local policy.

Are substance misuse services caring?

We did not inspect this domain

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

Access and discharge

- During the inspection in October 2016, we found young people had to wait for a service. This was no longer the case. All young people were seen promptly at the point of referral and allocated to a worker who specialised in this area of work.

The facilities promote recovery, comfort, dignity and confidentiality

- Addaction Hereford had made significant improvement to the way they use the rooms in their building. This ensured room availability for individual meetings with clients so that conversations no longer needed to take place in the public waiting areas such as reception.

Meeting the needs of all clients

- The service had translated information into other languages such as Polish and these were available in the reception area.

Are substance misuse services well-led?

Good governance

Substance misuse services

- Staff we spoke to knew the lone working policy and the key words to use in the case of an emergency while working in the community.

Leadership, morale and staff engagement

- Following a concern raised to the CQC we looked at all personnel files to of new workers to review the recruitment process. We found the recruitment process

was thorough and details had been kept on an electronic record. This clearly showed how candidates had been selected for interview and the reasons why people had been unsuccessful. Interview questions had been clearly marked to show which candidates had been appointed. References and disclosure barring checks had been made before new workers could start.

Outstanding practice and areas for improvement

Areas for improvement

Action the provider **SHOULD** take to improve

- The provider should ensure that all records are stored on the same system and that risk assessments and recovery plans are detailed and consistent.