

Good **South West Yorkshire Partnership NHS Foundation
Trust**

Wards for older people with mental health problems

Quality Report

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Locations inspected

Location ID	Name of CQC registered location	Name of service (e.g. ward/unit/team)	Postcode of service (ward/unit/team)
RXG10	Fieldhead	Chantry Unit	WF1 3SP
RXGDD	Priestly Unit	Ward 19	WF13 4HS
RXG31	Poplars Community Unit For The Elderly	The Poplars	WF9 4LX
RXGCC	The Dales	Beechdale Ward	HX3 0PW
RXG82	Kendray	Willows Ward	S70 3RD

This report describes our judgement of the quality of care provided within this core service by South West Yorkshire Partnership NHS Foundation Trust. Where relevant we provide detail of each location or area of service visited.

Our judgement is based on a combination of what we found when we inspected, information from our 'Intelligent Monitoring' system, and information given to us from people who use services, the public and other organisations.

Summary of findings

Where applicable, we have reported on each core service provided by South West Yorkshire Partnership NHS Foundation Trust and these are brought together to inform our overall judgement of South West Yorkshire Partnership NHS Foundation Trust.

Summary of findings

Ratings

We are introducing ratings as an important element of our new approach to inspection and regulation. Our ratings will always be based on a combination of what we find at inspection, what people tell us, our Intelligent Monitoring data and local information from the provider and other organisations. We will award them on a four-point scale: outstanding; good; requires improvement; or inadequate.

Overall rating for the service

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

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

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

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

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

Summary of findings

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Summary of findings

Overall summary

We rated wards for older people with mental health problems as **good** overall because:

- Following our inspection in March 2016, we rated the services as good for effective, caring, responsive and well led.
- During this most recent inspection, we found that the services had addressed the issues that had caused us to rate safe as requires improvement following the March 2016 inspection.
- The wards for older people with mental health problems were now meeting Regulations 12 and 15 of the Health and Social Care Act (Regulated Activities) Regulations 2014.

Summary of findings

The five questions we ask about the service and what we found

Are services safe?

We changed our rating of safe to good because:

- The service had addressed the issues that had caused us to rate safe as requires improvement following the March 2016 inspection.
- In March 2016 we found that the environment of some of the wards was not safe. Blind spots were not mitigated by the use of mirrors, risk assessments or observations on The Poplars, Ward 19 and Chantry Unit. In addition the bedroom door handles on Ward 19 were a ligature risk. When we visited in December 2016 we found that risks arising from blind spots were mitigated by the use of mirrors, risk assessments and observations. Ligature audits were in place for each ward and were reviewed on an annual basis or as any risks changed. The bedroom door handles on ward 19 had been replaced with anti-ligature handles.

Good



Are services effective?

At the last inspection in March 2016 we rated effective as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

Good



Are services caring?

At the last inspection in March 2016 we rated caring as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

Good



Are services responsive to people's needs?

At the last inspection in March 2016 we rated responsive as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

Good



Are services well-led?

At the last inspection in March 2016 we rated well-led as good. Since that inspection we have received no information that would cause us to re-inspect this key question or change the rating.

Good



Summary of findings

Information about the service

South West Yorkshire NHS Partnership Foundation Trust had five wards for older people with mental health problems, spread across five hospital sites. These wards provided care for patients aged 65 and upwards who required hospital admission for their mental health

problems. The wards also admitted people under the age of 65 who had a diagnosis of dementia.

Ward 19 was based at within The Priestley unit at Dewsbury District Hospital. It admitted people with functional mental disorders or dementia. The unit was split into two wards one for men and one for women, with 15 beds on each ward.

Chantry unit was a unit for people with functional mental disorders or dementia based at Fieldhead Hospital, Wakefield. The ward had 16 beds and accommodated both men and women.

Willow Ward was a ward with 10 beds for people with functional mental disorders. It was located at Kendray Hospital, Barnsley and accommodated both men and women.

The Poplars was a ward for people with a diagnosis of dementia based within its own grounds in Pontefract. The ward had 15 beds and accommodated both men and women.

Beechdale Ward was for older people with mental health conditions based at The Dales within Calderdale Royal hospital. The ward had 16 beds and accommodated men and women.

Our inspection team

Our inspection team was led by:

Team Leader: Kate Gorse Brightmore inspection manager (mental health) Care Quality Commission

The team that inspected this core service comprised one CQC inspector.

Why we carried out this inspection

We undertook this inspection to find out whether South West Yorkshire Partnership NHS Foundation Trust had made improvements to their wards for older people with mental health problems since our last comprehensive inspection of the trust on 7 March 2016. We published our previous inspection report in June 2016.

When we last inspected the trust in March 2016, we rated wards for older people with mental health problems as good overall. We rated the core service as requires improvement for safe.

Following this inspection we told the trust that it must take the following actions to improve wards for older people with mental health problems:

- The Trust must ensure that there are clear lines of sight on (The Poplars, Ward 19 and Chantry Unit).
- The Trust must review the door handles on ward 19 to ensure the safety of the patients.

We issued the Trust with two requirement notices that affected Wards for older people with mental health problems. These related to:

- Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
- Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment

Summary of findings

How we carried out this inspection

To fully understand the experience of people who use services, we always ask the following five questions of every service and provider:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Before the inspection visit, we reviewed information that we held about the wards for older people with mental health problems. This information suggested that the ratings of good for effective, caring, responsive and well led that we made following our March 2016 inspection, were still valid. Therefore, during this inspection, we focused on those issues that had caused us to rate the service as requires improvement for safe.

We carried out a focused inspection of South West Yorkshire Partnership NHS Foundation Trust's wards for older people with a mental health problem to review two requirement notices given at our last inspection in March 2016. We announced this inspection three days before the inspection

We inspected the trust's wards for older people with a mental health problem on 7 and 8 December 2016. We visited all six wards over five separate locations.

During the inspection visit, the inspection team:

- visited all five of the wards and looked at the quality of the ward environment and observed how staff were caring for patients.
- spoke with the managers or acting managers for each of the wards.
- carried out a tour of each of the five wards.
- reviewed the records of nine patients.

South West Yorkshire Partnership NHS Foundation Trust

Wards for older people with mental health problems

Detailed findings

Locations inspected

Name of service (e.g. ward/unit/team)	Name of CQC registered location
Chantry Unit	Fieldhead
Ward 19	Priestly Unit
The Poplars	Poplars Community Unit For The Elderly
Beechdale Ward	The Dales
Willows Ward	Kendray

Mental Health Act responsibilities

We do not rate responsibilities under the Mental Health Act 1983. We use our findings as a determiner in reaching an overall judgement about the Provider.

We did not review the Mental Health Act during this inspection.

Are services safe?

By safe, we mean that people are protected from abuse* and avoidable harm

* People are protected from physical, sexual, mental or psychological, financial, neglect, institutional or discriminatory abuse

Our findings

Safe and clean environment

On the last inspection in March 2016 we told the trust that they must ensure that there were clear lines of sight on The Poplars, Ward 19 and Chantry Unit. The layout of the wards did not allow staff to observe all parts of the ward and this was not mitigated to ensure the safety of the patients.

However, on this inspection, on all wards the risk to patients was mitigated by the use of parabolic mirrors, risk assessments and observations. Staff were present in these areas during our inspection and we were able to see on the observations record that these areas were checked on an hourly basis by staff.

On the last inspection in March 2016 we told the trust that they must ensure they review the door handles on ward 19 due to the ligature risk to patients. The door handles were of a design that meant patients could tie something round

them. This meant that patients who were at risk of self-harm would need to be nursed on close observations to mitigate the risk and this was not the least restrictive option for those patients.

During this inspection, audits were in place which identified ligature points on each ward. A ligature point is a place where someone intent on harming themselves might tie something round to strangle themselves. Measures had been put in place to reduce the risks arising from these. For example we observed that rooms with higher levels of risk were locked when staff were not present. These were reviewed annually and if any risks changed. We reviewed nine sets of patient records and found that individual risk assessments detailed risks in relation to ligature points, for example patients with a history of self harm were observed more frequently or continually by staff when using rooms with ligature risks present. The staff we spoke to had a good understanding of where ligature points were on their own wards and how these were managed safely. On ward 19, the bedroom door handles had been replaced with anti-ligature door handles following our previous inspection.

Are services effective?

Good 

By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

Our findings

We did not review effective as part of this inspection

Are services caring?

Good 

By caring, we mean that staff involve and treat people with compassion, kindness, dignity and respect.

Our findings

We did not review caring as part of this inspection

Are services responsive to people's needs?

Good 

By responsive, we mean that services are organised so that they meet people's needs.

Our findings

We did not review responsive as part of this inspection

Are services well-led?

Good 

By well-led, we mean that the leadership, management and governance of the organisation assure the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.

Our findings

We did not review well-led as part of this inspection