

Navigo Health and Social Care CIC

# Community-based mental health services for older people

## Quality Report

Navigo House,  
3-7 Brighowgate,  
Grimsby,  
North East Lincolnshire,  
DN32 0QE  
Tel:01472 583000  
Website: [www.navigocare.co.uk](http://www.navigocare.co.uk)

Date of inspection visit: 28 November 2016  
Date of publication: 14/02/2017

### Locations inspected

| Location ID  | Name of CQC registered location                        | Name of service (e.g. ward/unit/team) | Postcode of service (ward/unit/team) |
|--------------|--|---------------------------------------|--------------------------------------|
| 1-1206855621 | Navigo Community Mental Health Services & Headquarters | Eleanor Centre                        | DN32 9EA                             |

This report describes our judgement of the quality of care provided within this core service by Navigo Health and Social Care CIC. 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.

Where applicable, we have reported on each core service provided by Navigo Health and Social Care CIC and these are brought together to inform our overall judgement of Navigo Health and Social Care CIC.

# 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

## Contents

### Summary of this inspection

|   | Page |
|---|------|
| Overall summary   | 4    |
| The five questions we ask about the service and what we found | 5    |
| Information about the service                                 | 6    |
| Our inspection team   | 6    |
| Why we carried out this inspection                            | 6    |
| How we carried out this inspection                            | 7    |

---

### Detailed findings from this inspection

|                                |   |
|--------------------------------|---|
| Findings by our five questions | 9 |
|--------------------------------|---|

---

# Summary of findings

## Overall summary

We rated community-based mental health services for older people as good overall because:

- Following our inspection in January 2016, we rated the service as good for effective, caring, responsive and well-led.

- During this most recent inspection, we found that the service had addressed the issues that had caused us to rate safe as requires improvement following the January 2016 inspection.
- The community-based mental health services for older people were now meeting Regulation 12 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 rated safe as good because:

- The service had improved security to access stored medicines.
- The service had implemented improved systems for medicines reconciliation.
- There was a provision for the safe disposal of sharps bins in line with the Hazardous Waste regulations.
- The pharmacist visited monthly as an additional safeguard relating to medicines management.

Good



### Are services effective?

At the last inspection in January 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 January 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 January 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 January 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

Navigo Health and Social Care CIC provide mental health services for people across North East Lincolnshire. This includes community mental health services for older people.

Community mental health services for older people operate from two bases. One located at The Gardens within the grounds of the Diana Princess of Wales Hospital in Grimsby and one from the Eleanor Centre also in Grimsby. Their purpose is to provide a service for older people with the following conditions:

- Dementia or memory loss.
- Clinical depression.
- Psychosis.
- Extreme stress, anxiety or phobias.

- Mental health problems that seriously affect daily living.

When CQC inspected the service in January 2016, we found that the provider had breached regulations. We issued the provider with two requirement notices for community services for older people. These related to the following regulation under the Health and Social Care Act (Regulated Activities) Regulations 2014:

- Regulation 12(2)(g) Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment.

For the purpose of this inspection, we visited the community mental health and memory service based at the Eleanor Centre.

## Our inspection team

One Care Quality Commission inspector Helen Gibbon inspected the service.

## Why we carried out this inspection

We undertook this inspection to find out whether Navigo Health and Social Care CIC had made improvements to community based mental health services for older people since our comprehensive inspection of the provider in January 2016.

When we last inspected the provider in January 2016, we rated community based mental health services for older people as good overall. We rated the effective, caring, responsive and well-led domains as good. However, we rated the safe domain as requires improvement.

Following the inspection we told the provider that it must take the following actions to improve community based mental health services for older people:

- The provider must ensure there is an effective process in place with regards to medicines monitoring at the Eleanor Centre.
- The provider must ensure that medicines are safely stored at the Eleanor Centre.

- The provider must ensure there is provision for the safe disposal of sharps at the Eleanor Centre in line with hazardous waste regulations.

We issued the provider with two requirement notices that affected community based mental health services for older people. These related to:

- Regulation 12(2)(g) Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment. This was because the Eleanor Centre did not have a robust process for the reconciliation and monitoring of medicines and did not ensure medicines were stored securely.
- Regulation 12(2)(h) Health and Social Care Act (Regulated Activities) Regulations 2014 Safe care and treatment. This was because the process in place for the disposal of the sharps box stored at the Eleanor Centre did not meet the requirements of the Hazardous Waste Regulations.

# 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, we reviewed information that we held about community-based mental health services for older people and requested information from the provider. This information suggested that the ratings of good for effective, caring, responsive and well led, that we made following our January 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 also made a few recommendations at the last inspection which will be followed up at the next comprehensive inspection.

During the inspection visit, the inspector:

- Visited the clinic room at the Eleanor Centre and looked at the storage of medicines.
- Spoke with the managers at the location.
- Looked at six medication records of patients.
- Carried out a specific check of the medication management.
- Looked at a range of policies, procedures and other documents relating to the running of the service.

Navigo Health and Social Care CIC

# Community-based mental health services for older people

**Detailed findings**

**Name of service (e.g. ward/unit/team)**

Eleanor Centre

**Name of CQC registered location**

Navigo Community Mental Health Services & Headquarters

# 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

### Assessing and managing risk to patients and staff

Most patients accessing the services of the community mental health team had their medicines managed in the community through their own GP and pharmacy. However, the service managed initial titration of medication for some patients and the memory service had some patients who had their medication delivered to the Eleanor Centre from the pharmacy. Staff then delivered the medication to patients as part of their routine visits.

On our previous inspection, we were concerned that medicines were not stored securely. All medicines were stored in a locked cabinet in a locked room. However, the keys to access these were stored in a key cabinet and the key to the key cabinet was accessible in an open drawer.

Since our last visit, the service has strengthened the security to access the medicines. The service relocated the medicines cabinet to another room. Keys to the cabinet where medicines were stored and to the room containing the cabinet were stored in separate key safes. This meant authorised staff were required to enter a combination code to access the key to the room and then a further combination code to access the key to the medicines cabinet.

During the January 2016 inspection, we were also concerned that staff did not check the medicines delivered from the pharmacy to the Eleanor Centre. At the time they were delivered in sealed paper bags. Staff did not check the contents of the bags against the outer labels and were

therefore unable to confirm they had received the correct medicines. The pharmacy had since changed the paper bags to clear sealed bags. This meant that staff were able to check that the service received the correct medicines. Additionally, the service improved the processes used for medication reconciliation. Staff used individual medication cards to effectively record prescription information. This included information relating to prescription requests, delivery, medication checks, returns and changes. We checked six patient medication records during this inspection, all evidenced accurate reconciliation.

Some patients using the service required prescribed depot injections. When we inspected in January 2016, we found that staff had to transport full sharps boxes containing used equipment to a different location for disposal. At the time, the Eleanor Centre did not have provisions in place for the safe disposal of sharps as required by the Hazardous Waste regulations. The service had since set up a contract with an external company licenced to dispose of hazardous waste. The company now collected sharps containers monthly directly from the base.

During this inspection, we observed that the service had relocated the medicines cabinet to a room that had temperature controls. This meant that there was now a system to control, monitor and record the room temperature to ensure medicines were stored at the required temperatures.

The service received monthly visits from the pharmacist. This was an additional safeguard relating to medicines management and to support both patients and staff with literature and new information regarding medicines.

# 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

At the last inspection in January 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.

# Are services caring?

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

## Our findings

At the last inspection in January 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.

# 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

At the last inspection in January 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.

# 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

At the last inspection in January 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.