

# Cygnets Hospital Harrogate

## 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

Good



Are services safe?

Requires improvement



### 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.

### Overall summary

Following a comprehensive inspection of Cygnets Hospital Harrogate in June 2016, we rated the service as overall good. We rated the effective, caring, responsive, and well-led domain as good and rated the safe domain as requires improvement.

We issued one requirement notice, which related to a breach of Regulation 10 HSCA (Regulated Activities) Regulations 2014. Dignity and Respect. We told the

# Summary of findings

hospital it must ensure it meets national guidelines for same-sex accommodation and provide a dedicated lounge that is always available solely for the use of female patients.

According to current national guidelines, where there are male and female patients on a ward, good practice requires a service to provide a day lounge for use by females only. Female-only environments are important because of the increased risk of sexual and physical abuse and risk of trauma for women who have had prior experience of such abuse.

We published the report from our comprehensive inspection in September 2016.

We inspected Cygnet Hospital Harrogate again on 12 December 2016. This was an unannounced, focused inspection to find out whether the hospital had made the required improvements since our last comprehensive inspection on the 14 and 15 June 2016.

Following this inspection we have rated the safe domain as requires improvement because:

- The hospital had not acted sufficiently to meet the requirement notice we issued after our inspection in June 2016 to meet the requirements for same sex accommodation. The hospital provided only one dedicated female only lounge, which was available for female patients from all two of the mixed wards to use at any time. Female patients on Sanctuary ward rarely used the lounge. This could be because the one female only lounge provided by the hospital was situated on Haven Ward.

However;

- On the day of our visit, the dedicated female only lounge was available for all female patients to use. Staff we spoke with were clear about the national guidelines for same sex accommodation on mixed wards and the need for a dedicated female only lounge. Female patients told us they felt safe on the ward and staff did all they could to protect patients' dignity and privacy.

# Summary of findings

## Contents

### Summary of this inspection

	Page
Background to Cygnet Hospital Harrogate	5
Our inspection team	5
Why we carried out this inspection	5
How we carried out this inspection	6
What people who use the service say	6
The five questions we ask about services and what we found	7

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### Detailed findings from this inspection

Overview of ratings	8
Outstanding practice	11
Areas for improvement	11
Action we have told the provider to take	12

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Good 

# Cygnnet Hospital Harrogate

## Services we looked at

Acute wards for adults of working age and psychiatric intensive care units, Substance misuse/detoxification.

# Summary of this inspection

## Background to Cygnet Hospital Harrogate

Cygnet Hospital Harrogate is a 36-bed independent hospital, which provides in-patient care for people over the age of 18 years who are experiencing mental health problems. Patients are admitted from across the United Kingdom and the hospital provides care and treatment for informal patients and patients who are detained under the Mental Health Act 1983. Patients pay privately for their care or are admitted because their local NHS hospital have no available beds. The hospital also provides a five-day residential opiate detoxification programme for informal patients on Sanctuary Ward called Detox Five.

The hospital had a registered manager and an accountable officer in place at the time of the inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations and how the service is ran. An accountable officer is a senior person within the organisation with the responsibility of monitoring the management of controlled drugs to prevent mishandling or misuse as required by law.

The hospital has two wards:

Haven Ward - 19 beds, acute admission ward for males and female patients with a mental health problem.

Sanctuary Ward - 17 beds, acute admission ward for males and females with a mental health problem including three beds for residential opiate de-toxification called Detox Five.

Cygnet Hospital Harrogate has been registered with the Care Quality Commission since 15 November 2010. It is registered to carry out three regulated activities:

- treatment of disease, disorder or injury
- assessment or medical treatment, for persons detained under the Mental Health Act (1983)
- surgical procedures.

The hospital has been inspected on four previous occasions. The last inspection took place in June 2016 and the hospital did not meet regulation 10 HSCA (Regulated Activities) regulations 2014 Privacy and dignity. This was because the hospital did not provide a dedicated lounge that was always available solely for the use of female patients. This meant the hospital did not meet national guidelines for same-sex accommodation.

## Our inspection team

The team that inspected the service comprised two inspectors from the Care Quality Commission.

## Why we carried out this inspection

When we inspected Cygnet Hospital Harrogate on 13 and 14 June 2016, we rated the hospital as good overall. We rated the effective, caring, responsive, and well-led domain as good, however, we rated the safe domain as requires improvement. Following the inspection we told Cygnet Hospital Harrogate that it must take the following action to improve services:

The service must ensure it meets national guidelines for same-sex accommodation and provide a dedicated

lounge that is always available solely for the use of female patients. According to current national guidelines, where there are male and female patients on a ward, good practice requires a service to provide a day lounge for use by female patients only. Female-only environments are important because of the increased risk of sexual and physical abuse and risk of trauma for women who have had prior experience of such abuse.

# Summary of this inspection

We issued one requirement notice, which related to a breach of Regulation 10 HSCA (Regulated Activities) Regulations 2014. Dignity and Respect.

We carried out a focused, unannounced inspection of Cygnet Hospital Harrogate to find out whether the hospital had made the necessary improvements.

We have reported on both wards and the Detox five services together in this report.

## How we carried out this inspection

We asked the following question

- Is it safe?

On this inspection, we checked whether the hospital had made improvements to the specific concerns we identified during our last inspection.

During the inspection visit, the inspection team:

- visited both wards at the hospital;
- spoke with five patients who were using the service;
- spoke with the registered manager;
- spoke with seven staff members;
- looked at information about how the hospital informed patients about the provision of same sex accommodation.

## What people who use the service say

We spoke with five patients during our visit. All patients we spoke with told us they felt safe on the ward and were happy with the arrangements the hospital provided to

maintain their dignity and privacy. All patients were aware of the female only lounge that the hospital provided but not all female patients chose to use this lounge.

# 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 rated safe as requires improvement because:

- The hospital had not acted sufficiently to meet the requirement notice we issued after our inspection in June 2016 to meet the requirements for same sex accommodation. The hospital provided only one dedicated female only lounge, which was available for female patients from all two of the mixed wards to use at any time.

However,

- Staff we spoke with were clear about the national guidelines for same sex accommodation on mixed wards and the need for a dedicated female only lounge. Patients said they felt safe on the ward, and felt staff did all they could to maintain their privacy and dignity.
- Staff provided written information to patients' about the arrangements for same sex accommodation. Patients said they were aware of the female only lounge and would use the room when they needed to. Staff told us how they would support patients to use the female only lounge.

Requires improvement



# Detailed findings from this inspection

## Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Acute wards for adults of working age and psychiatric intensive care units	Requires improvement	N/A	N/A	N/A	N/A	Good
<b>Overall</b>	Requires improvement	N/A	N/A	N/A	N/A	Good

# Acute wards for adults of working age and psychiatric intensive care units

Good 

Safe

Requires improvement 

## Are acute wards for adults of working age and psychiatric intensive care unit services safe?

Requires improvement 

### Safe and clean environment

- The hospital provided one dedicated female only lounge for female patients from both wards to use. Female-only environments are important on wards where there are male and female patients. Current national guidelines state it is good practice to provide a female only day lounge on mixed wards. This is because of the increased risk of sexual and physical abuse and risk of trauma for women who have had prior experience of such abuse.
  - The lounge was directly available to female patients on Haven Ward but female patients on Sanctuary Ward had to leave their ward in order to use the lounge. Staff from Sanctuary Ward told us that female patients from the ward rarely visited the female only lounge and all the female patients we spoke with on Sanctuary Ward told us they preferred to stay on their own ward.
  - The hospital also provided spaces on both wards where male and female patients could socialise and take part in therapeutic activities together. This is also recognised as good practice on mixed wards.
  - All bedrooms were individual and had en-suite toilet and washing facilities. This meant that where male and female patient bedrooms were on the same corridor, patients did not have to pass each other to use the toilet or bathing facilities. Patients said they felt safe on the ward, and felt staff did all they could to maintain their privacy and dignity.
  - Staff we spoke with were clear about the national guidelines for same sex accommodation on mixed wards and the need for a dedicated female only lounge. Staff and patients told us that only female patients and staff used the female only lounge.
- Staff carried out individual observations of patients depending on their observation levels. We observed that staff were always present in communal areas and were aware of individual patients' whereabouts. The room was appropriately signed as a designated female only area and staff informed all patients about the appropriate use of the room. This meant that staff mitigated the risk of male patients using the female only lounge as much as possible.
  - Some patients on Haven Ward and all patients from Sanctuary Ward told us they did not visit the female only lounge on Haven Ward. Female patients on Sanctuary Ward were aware of the female only lounge available to use on Haven Ward but said they chose not to use it. This was because they felt comfortable in the communal areas of the ward or their bedrooms. Staff on Sanctuary Ward told us they would support their patients to use the female only lounge on Haven Ward when needed, but female patients rarely requested to use the lounge.
  - We looked at the environment of the female only lounge on Haven Ward and found it was clearly signed. The room was small and lacked natural light however; female patients who had used the room told us it was comfortable and quiet.
  - Staff provided written information to patients about the arrangements for same sex accommodation. This information was included in the information booklet that staff gave to all patients on admission to the ward. Sanctuary ward did not display any information to inform patients about the female only lounge on Haven Ward. However, patients on Sanctuary Ward said they were aware of the female only lounge and would use the room when they needed to.

### Safe staffing

We did not assess this during our inspection.

### Assessing and managing risk to patients and staff

We did not assess this during our inspection.

### Track record on safety

We did not assess this during our inspection.

# Acute wards for adults of working age and psychiatric intensive care units

Good 

## Reporting incidents and learning from when things go wrong

We did not assess this during our inspection.

# Outstanding practice and areas for improvement

## Areas for improvement

### **Action the provider MUST take to improve**

The service must ensure it meets national guidelines for same-sex accommodation and provide a dedicated lounge that is always available solely for the use of female patients.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
<p>Assessment or medical treatment for persons detained under the Mental Health Act 1983</p> <p>Treatment of disease, disorder or injury</p>	<p>Regulation 10 HSCA (RA) Regulations 2014 Dignity and respect</p> <p><b>The hospital did not provide a lounge area on the wards, which was available at all times and used solely for female patients.</b></p> <p>This is a breach of Regulation 10 (2) (a)</p>

This section is primarily information for the provider

## Enforcement actions

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.