

Livingstone House

Quality Report

290 Mansel Rd, Birmingham B10 9NN
Tel:0121 753 4448
Website::www.livingstonehouseuk.org

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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 well-led?

Overall summary

Summary of findings

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Summary of this inspection

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Livingstone House

Services we looked at

Substance misuse/detoxification

Summary of this inspection

Background to Livingstone House

Livingstone House is a residential drug and alcohol detoxification and rehabilitation programme for men aged over 18.

Residents participate in a 12-step recovery programme tailored to their needs. Support is offered to meet each individual's mental, spiritual and emotional needs.

The service has 12 beds and offers detoxification, primary and secondary care and aftercare.

People access the service through professional referral or self-referral. Dependent on circumstances, clients can be privately funded, or may be eligible for funding by the local authority.

The registered location of Livingstone House includes the joined household called Serenity House. This is because both houses are joined to create one accessible building.

The service had a registered manager in place at the time of our inspection. Livingstone House is registered with the CQC to carry out the following regulated activities: Accommodation for persons who require treatment for substance misuse treatment of disease, disorder or injury, diagnostic and screening procedures.

We inspected this location on 26 and 27 July 2016. The service was found to be non-compliant in:

- Safe and care treatment, Regulation 12 (1)(2)(a)(b)(d)
- Good governance, Regulation 17(1)(2)(c)

Our inspection team

The team was comprised of two CQC inspectors.

Why we carried out this inspection

When the service was inspected in July 2016 there was a breach of the Health and Social Care Act 2008 (Regulated Activities) regulations 2014. These were regulation 12: safe care and treatment and regulation 17: good governance.

We found that the provider did not have an alarm call system in place to summon help in the event of an emergency. The provider did not complete actions identified in environmental audits. The provider did not

mitigate and manage risks identified in ligature audits. The provider did not store substances hazardous to health safely. The provider did not securely store night handover sheets containing patient information.

This inspection was carried out to check if the provider was now compliant with the identified breach to the Health and Social Care Act 2008 (Regulated Activities) regulations 2014.

How we carried out this inspection

During the inspection visit, the inspection team:

- spoke with the registered manager and duty manager
- spoke with other members of staff including one key worker and one chef

- looked at the storage of substances hazardous and storage of patient information
- reviewed use of alarm call system in place
- reviewed audits relating to the residential environment.

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?

- The service had stored substances hazardous to health safely in a locked cupboard. They were monitoring and recording their use appropriately.
- The service had implemented an alarm call system and staff knew how to use it. Staff carried out regular checks to ensure it was in working order for each shift.
- Staff had identified and were in the process of completing actions from environmental risk assessments.
- Staff had identified ligature risks and had how these could be mitigated. This included screening risk patients posed to themselves prior to admission.

Are services well-led?

- The service was storing patient information securely. Staff were carrying out nightly checks of patients keeping a record of this.

Substance misuse/detoxification

Safe

Well-led

Are substance misuse/detoxification services safe?

Safe and clean environment

- We observed the storage of substances hazardous to health. We found that cleaning materials were kept in a locked shed only staff had access to. In addition, we saw logs showing that staff were responsible for signing cleaning materials in and out of storage for patients to use when carrying out cleaning tasks. Staff also kept accurate logs of stocks and recorded stock daily, including a record of new deliveries.
- An emergency call system was in place through use of walkie talkies. All staff on shift carried them and we saw records of staff signing them in and out at shift change. We saw that information had been communicated to staff about their proper use at staff meetings. Staff we spoke with knew how to use them and reported that the range was good. We saw a demonstration of their use and effectiveness. We also saw daily checks of the battery charge and staff checked they were in working order.
- We reviewed the up dated environmental audit and the ligature risk audit completed by the service. We found

that risks had been identified and mitigation was put in place. On the day of inspection we saw actions identified from audits were being completed, for example, environmental audits identified a risk of harm from uncovered radiators in the hallways of the house. On the day of inspection two of the three radiators had been covered and the third was in the process of being covered by a member of maintenance staff. We also saw the service was taking steps to mitigate ligature risks in the building and the service screened patients prior to admission to assess risk of those who posed a risk of harm to themselves.

Are substance misuse/detoxification services well-led?

Good Governance

- We saw that actions laid out in the action plan issued to care quality commission following the inspection in July 2016 had been carried out. We reviewed the storage of night handover checks and found these were kept in good order and there were no missing checks between December 2016 and February 2017. We saw that checks were stored in order and securely on a computer system.