

Review of compliance

Lincolnshire Partnership NHS Foundation Trust Mental Health Unit, Lincoln County Hospital Site

Region:	East Midlands
Location address:	Greetwell Road Lincoln Lincolnshire LN2 5QY
Type of service:	Hospital services for people with mental health needs, learning disabilities and problems with substance misuse
Date of Publication:	October 2011
Overview of the service:	This location consists of two in-patient units called Peter Hodgkinson Centre, and Francis Willis Unit. The Peter Hodgkinson Centre has two wards called Conolly Ward and Charlesworth Ward. There is a day centre facility, and the unit also houses crisis resolution home treatment services.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Mental Health Unit, Lincoln County Hospital Site was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review to check whether Mental Health Unit, Lincoln County Hospital Site had made improvements in relation to:

- Outcome 04 - Care and welfare of people who use services
- Outcome 10 - Safety and suitability of premises
- Outcome 13 - Staffing

How we carried out this review

We reviewed all the information we hold about this provider and checked the provider's records.

What people told us

We did not speak to people who use the service as part of this inspection process.

This was because the trust sent us enough evidence to show that they had completed all of the things they said they would do.

What we found about the standards we reviewed and how well Mental Health Unit, Lincoln County Hospital Site was meeting them

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

There are systems in place to make sure that people's physical healthcare needs are met in the right way.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

There are systems in place to ensure that people's health and safety needs are met.

Outcome 13: There should be enough members of staff to keep people safe and

meet their health and welfare needs

There are systems in place to ensure that people's needs are met with appropriate staffing levels.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

We did not speak to people who use the service as part of this inspection process.

This was because the trust sent us enough evidence to show that they had completed all of the things they said they would do.

Other evidence

During our inspection in November 2010 we said that although people generally receive a good standard of care, some areas of their physical health may not be met as well as it could be.

The trust sent us an action plan to show how they were going to make things better for people. This included making improvements to the admission assessments, and further training for staff about how to plan and review care.

We know that there is a nurse who is trained to look after people's physical health, who visits regularly. We also know that people can use the nearby general hospital services when they need to. When people stay for a long time, the trust told us that they have a full health check at least every six months.

Our judgement

There are systems in place to make sure that people's physical healthcare needs are met in the right way.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

We did not speak to people who use the service as part of this inspection process.

This was because the trust sent us enough evidence to show that they had completed all of the things they said they would do.

Other evidence

During our inspection of this location in November 2010 we said that some people who used the service were at risk because of the presence of ligature points. The trust sent us an action plan to show how they were going to manage the risk to people, which included a plan to remove all of the high risk ligature points by November 2011.

In September 2011 the trust confirmed to us that they had removed all of the ligature points that were part of their action plan. They told us that they had to use temporary wardrobe arrangements in some areas as permanent ones could not be delivered until October 2011. They told us that they had spoken to people who use the services about this, and no-one had raised any issues.

Other evidence showed us that the trust carries out a check of ligature points every year so that they can identify any problems at an early stage.

We also know that they have made improvements to the way they risk assess people when they are admitted. Staff receive regular training about how to risk assess people's needs and manage them through the care planning process.

Our judgement

There are systems in place to ensure that people's health and safety needs are met.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

We did not speak to people who use the service as part of this inspection process.

This was because the trust sent us enough evidence to show that they had completed all of the things they said they would do.

Other evidence

During our inspection of this location in November 2010 we said that some areas of people's needs and wishes were not being met because sometimes there was not enough staff.

The trust sent us an action plan to show how they were going to make things better for people using the service. The action plan showed that they had completed things like introducing a new system so that managers could keep a better check on overall staffing levels; they had reviewed their policy about staff holidays so that they could improve how they managed planned absences; and staffing levels are monitored on a daily basis to make sure that there are enough staff to safely provide care to people.

The trust sent us an update to this action plan in June 2011, which told us that they have begun recruiting new staff, including activity co-ordinators. They also told us that they have started to make sure that no more than two people who need very high staff support are admitted to the ward at any one time.

Our judgement

There are systems in place to ensure that people's needs are met with appropriate staffing levels.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA