

Quality Report

Hygrove House
Hygrove Lane
Minsterworth
Gloucester
GL2 8JG
Tel: 01452 750542
Website: www.thehygrove.com

Date of inspection visit: 10 April 2019
Date of publication: 29/05/2019

Ratings

Overall rating for this location

Good



Are services safe?

Requires improvement



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 and Deprivation of Liberty Safeguards

Summary of findings

Overall summary

Summary of findings

Our judgements about each of the main services

Service

**Residential
substance
misuse
services**

Rating

Good



Summary of each main service

The Hygrove is a residential substance misuse service providing clinically supervised detoxification and rehabilitation.

Summary of findings

Contents

Summary of this inspection	Page
	6
	6
	6
	6
	7
	8
<hr/>	
Detailed findings from this inspection	
	11
	11
	21
	21
	22

Good 

The Hygrove

Services we looked at

Summary of this inspection

Background to The Hygrove

Our inspection team

Why we carried out this inspection

How we carried out this inspection

Summary of this inspection

What people who use the service say

Summary of this inspection

The five questions we ask about services and what we found

Are services safe?

Requires improvement



Summary of this inspection

Are services effective?

Good



Are services caring?

Good



Summary of this inspection

Are services responsive?

Good



Are services well-led?

Good



Detailed findings from this inspection






Mental Capacity Act and Deprivation of Liberty Safeguards

Overview of ratings

	Safe	Effective	Caring	Responsive	Well-led	Overall
Residential substance misuse services	Orange	Green	Green	Green	Green	Green
Overall	Orange	Green	Green	Green	Green	Green

Good 

Residential substance misuse services

Safe	Requires improvement 
Effective	Good 
Caring	Good 
Responsive	Good 
Well-led	Good 

Are residential substance misuse services safe?

Requires improvement 

Safe and clean environment

Safe staffing

Residential substance misuse services

Assessing and managing risk to patients and staff

Residential substance misuse services

Safeguarding

Track record on safety

Staff access to essential information

Reporting incidents and learning from when things go wrong

Medicines management

Are residential substance misuse services effective?
(for example, treatment is effective)

Good 

Assessment of needs and planning of care

Residential substance misuse services

Best practice in treatment and care

Monitoring and comparing treatment outcomes

Good 

Residential substance misuse services

Skilled staff to deliver care

Good practice in applying the MCA

Multi-disciplinary and inter-agency team work

Are residential substance misuse services caring?

Good 

Kindness, privacy, dignity, respect, compassion and support

Good 

Residential substance misuse services

Involvement in care

Are residential substance misuse services responsive to people's needs?
(for example, to feedback?)

Good 

Access and discharge

Residential substance misuse services

Meeting the needs of all people who use the service

The facilities promote recovery, comfort, dignity and confidentiality

Listening to and learning from concerns and complaints

Patients' engagement with the wider community

Good 

Residential substance misuse services

Are residential substance misuse services well-led?

Good 

Leadership

Governance

Vision and strategy

Culture

Residential substance misuse services

Engagement

Management of risk, issues and performance

Information management

Learning, continuous improvement and innovation

Outstanding practice and areas for improvement

Areas for improvement

Action the provider MUST take to improve

Action the provider SHOULD take to improve

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

Regulated activity

Regulation

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 12 Safe Care and Treatment.

Staff who administered medicines were trained and assessed as competent by an internal staff member. There was no external oversight of this process. Staff administering medicines were involved in a number of medicines errors.

This is a breach of regulation 12(2)(c)

Ensuring that persons providing care or treatment to service users have the qualifications, competence, skills and experience to do so safely.

There were a number of different types of medicines errors identified during the inspection. The provider had taken action to respond to these and this was an improving picture, but medicines errors were continuing.

This is a breach of regulation 12(2)(g)

The proper and safe management of medicines.

Regulated activity

Regulation

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 15 Premises and Equipment.

Clients did not have access to a reliable and consistent hot water supply.

This section is primarily information for the provider

Requirement notices

This is a breach of regulation 15(1)(e)

All premises and equipment used by the service provider must be properly maintained.

Regulated activity

Regulation

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Regulation 18 Staffing.

Staff had not all attended and completed mandatory training.

This is a breach of regulation 18(2)(a)

Persons employed by the service provider in the provision of a regulated activity must receive such appropriate training as is necessary to enable them to carry out the duties they are employed to perform.