

Quality Report

Hygrove House Hygrove Lane Minsterworth Gloucester GL28JG 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

Rating **Summary of each main service** Service

Residential substance misuse services

Good



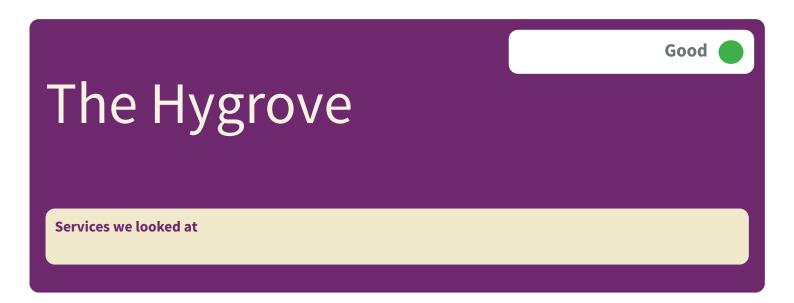
The Hygrove is a residential substance misuse service providing clinically supervised detoxification and rehabilitation.

Summary of findings

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Our inspection team

Why we carried out this inspection

How we carried out this inspection

What people who use the service say

The five questions we ask about services and what we found

Are services safe?	Requires improvement

Are services effective?	Good
	Coou
Are services caring?	Good

Are services responsive?	Good
Are services well-led?	Good

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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						
Overall						



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



Assessing and managing risk to patients and staff



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)

Assessment of needs and planning of care



Best practice in treatment and care

Monitoring and comparing treatment outcomes



Skilled staff to deliver care

Good practice in applying the MCA

Multi-disciplinary and inter-agency team work

Are residential substance misuse services caring?

Kindness, privacy, dignity, respect, compassion and support



Involvement in care

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

Access and discharge



Meeting the needs of all people who use the service

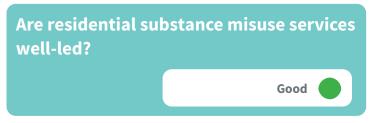
The facilities promote recovery, comfort, dignity and confidentiality

Listening to and learning from concerns and complaints

Patients' engagement with the wider community

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Leadership

Governance

Vision and strategy

Culture



	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

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.

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.