

Inspection report

Castle Craig Hospital Independent Health Care Service

Blyth Bridge
West Linton EH46 7DH

Inspected by: Roy Young
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 14 August 2008

Service Number

CS2003047466

Service name

Castle Craig Hospital

Service addressBlyth Bridge
West Linton EH46 7DH**Provider Number**

SP2003002283

Provider Name

Castle Craig Hospital Ltd

Inspected ByRoy Young
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

14 August 2008

Period since last inspection**Local Office Address**South East Region
Stuart House
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Introduction

Castle Craig is an Independent Hospital, registered with the Care Commission to provide a service for up to 121 adults. The hospital provides acute care and treatment for people with drug and alcohol addiction.

The hospital is situated in the Borders' countryside between Peebles and Biggar. There are two main parts to the service comprising of the acute and extended care units.

Castle Craig has as part of its mission statement that "Patients should enjoy a good recovery and enhanced quality of life which we believe will be greatly assisted by an abstinent lifestyle and the on going support of the Twelve Step programme".

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Information - 5 - Very Good

Quality of Care and Support - 4 - Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 5 - Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission. The Self Assessment form was comprehensively completed to a high standard and has been utilised widely in the compilation of this report.

Views of service users

There were 21 returned Service User Questionnaires.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

MEDIUM

This assessment resulted in this service receiving a medium RSA score and so a medium intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

This inspection was carried out by Roy Young, Care Commission Officer (CCO). The inspection took place on 13 and 14 August 2008. During the inspection, the CCO spoke with the manager and seven members of staff. There was also discussion with residents of the service. Evidence was obtained from a variety of sources including

Evidence

- Personal Support Plans of residents
- Staff Supervision Files
- Staff Training Files
- Accident and Incident Log
- Complaint Records
- Conversation with Service Users
- Minutes of Monthly meetings
- Quality Assurance feedback report
- External Infection Control Report

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:
<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

There were no requirements from the previous inspection.

Comments on Self Assessment

A fully completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave good evidence of service user involvement and how they planned to implement changes.

View of Service Users

Out of 30 Service User Questionnaires issued a total of 21 were returned. Six of the returned questionnaires stated that the service user was satisfied with the service and care that they received. Fifteen stated that they were very satisfied. Comments included,

"The staff and management at Castle Craig Hospital have treated me with the care and respect that a patient should be treated with. They are very professional in their approach to addiction and also have a very good personal touch should I require it. I have no doubt if I fully enclose what I've learnt from them about the programme into my everyday life, I will have a good recovery".

"All I can say is Castle Craig works, and the whole set up the therapeutic community works. This is because of the commitment from all members of staff".

View of Carers

There were no carers interviewed at this inspection.

Quality Theme 0: Quality of Information

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the information provided by the service.

Service Strengths

The service had developed several innovative methods to ensure that service users could participate in assessing and improving the quality of the service.

There was a service user participation strategy which detailed the services commitment to service user involvement. This strategy also included input from families and carers through participation in the Sunday Programme

Leaflets were available for service users and their families on admission and were readily available in the reception area.

The service had also introduced focus groups where different groups of service users could come together to evaluate and contribute to the development of the service.

The service hosts an open day once a year where former service users can input into the development of the service.

Service user's satisfaction surveys were used and an annual report was completed.

Areas for Development

The service should consider reporting on the service user surveys more frequently.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We provide full information on the services offered to current and prospective service users. The information will help service users to decide whether our service can meet their individual needs

Service Strengths

Information for service users was made available. A video/DVD about the service has been made and printed materials were available. There was also a website which contained relevant information for new and former service users.

Areas for Development

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

Castle Craig employ a variety of methods to elicit the views of the residents who make use of their services.

These include;

Support Meetings "Community event"

Complaints Procedure

Ensuring that residents are made aware of and have access to Care Commission Officers

Service Satisfaction Surveys

All patients in Castle Craig have support plans which include regular formal one to one meetings with their Key Worker. These meetings take place regularly. This meeting gives the service user the opportunity to contribute to their personal plan and offer suggestions. The personal plans which were examined were seen to have been updated regularly and recorded comprehensively. There had been obvious dialogue which took account of the service users changing needs and the personal plan amended accordingly

From inspection of the personal plans there was strong evidence to support a person centred care approach in evidencing Service User participation. The plans were seen to be methodical in their approach encompassing a biological, psychological and social approach.

From conversation with Service Users it is apparent that Castle Craig have open and frequent dialogue with Service Users. The service users were extremely positive about the staff stating that they were approachable and that their experience at Castle Craig had been of enormous benefit. They also stated that they felt that "They had a voice"

It is apparent from the evidence reviewed that there are a comprehensive variety of methods utilised to allow the service users to participate in the assessment and improvement of care at Castle Craig It is evident that the staff at the service have created a culture where staff are seen as approachable and service users encouraged to express their views.

This quality statement was seen to have all aspects met. The performance of this area is characterised by major strengths. The users and carers are involved as a matter of course within the development of their personal plans and all returned questionnaires showed that all service users were aware of their personal plan.

Areas for Development

Formal evaluation of the satisfaction surveys should be carried out on a more frequent basis.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 5: We ensure that our service keeps an accurate up-to-date, comprehensive care record of all aspects of service user care, support and treatment, which reflects individual service user healthcare needs. These records show how we meet service users' physical, psychological, emotional, social and spiritual needs at all times.

Service Strengths

The care records for service users included a lot of detailed information however it was not explicit of how the medical, therapy and nursing staff communicated changes to treatment and progress, for individual service users. The care plans also evidenced that Castle Craig was employing best practice guidelines in the assessment of the service users.

Areas for Development

The service should move forward with their plan to introduce Integrated Care Pathways. This area would benefit from a review form which summarises the care needs which have been met and those which may require to be revisited.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the service.

Service Strengths

Service users have recently contributed to the re-decoration and refurbishment of some areas of the service. Using the comments and suggestion made by service users the service had endeavoured to include these as far as was practicable.

The service had invested a considerable amount of resources in upgrading the driveway for service users and families as well and maintaining the existing fabric of the buildings. The third floor of the main building has been extensively renovated and there is now more access to the gym facility. There have also been more resources allocated to the computer room.

Areas for Development

There has been a significant amount of progress made in this area of the Hospital. It was discussed and agreed that this would be prolonged and maintained to include other areas and maintain the high standard which has been achieved.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We ensure that our infection prevention and control policy and practices, including decontamination, are in line with current legislation and best practice (where appropriate Scottish legislation).

Service Strengths

An external infection control audit was carried out in July 2008. The audit comprehensively covered all universal precautions and environmental concerns.

At present there is a Healthcare Governance Committee but consideration is being given to the formation of a separate Infection Control group.

Castle Craig have adopted the National Health Service Borders Infection Control policy in principle but have amended it to best suit local needs.

The audit presented a succinct and balanced view on the areas examined and presented the action taken when required.

An action plan had been submitted and staff reported that all areas had been addressed.

At the time of inspection it was noted that there was adequate infection control equipment in

place and that staff were able to identify and explain the measures required in infection control.

Areas for Development

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Castle Craig employ a variety of methods to elicit the views of the residents who make use of their services.

These include;

Support Meetings

House Meetings

Comments and Suggestion Box

Complaints Procedure

Ensuring that residents are made aware of and have access to Care Commission Officers

During this inspection the Home provided facilities and arranged for service users and carers to be interviewed by the Care Commission.

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From conversation with Service Users and from the returned questionnaires it is apparent that they are encouraged to express their views on all aspects, including staffing of the service.

The service users were also vocal in asserting the fact that they felt that they were being cared for by professional people, some of whom were ex service users. This, they felt, gave some staff members a better insight into their problems.

This quality statement has met all of the aspects of the statement. It has been evidenced that there is continuous training and that service users feel that they are being cared for by a well qualified and competent staff group.

Areas for Development

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We are confident that our staff have been recruited, and inducted, in a

safe and robust manner to protect service users and staff.

Service Strengths

The findings in this section are based on Quality Statement 3-2 Quality of Recruitment and Induction.

Six staff files were examined at the Service. These were taken from across all services. All staff files contained two references and Enhanced Disclosure checks. All staff were required to return a medical questionnaire and were interviewed.

From the files examined there was evidence that Induction training had been planned and was constantly supervised and amended accordingly. Annual appraisals had taken place and all training requirements had been put in place from the previous inspections requirements.

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From the evidence examined it appeared that all aspects of this quality statement have been met.

Areas for Development

The service stated in their annual return that they are looking to computerise staff files.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

The findings in this section are based on Quality Statements, Quality of Management and Leadership 4-1.

During this inspection Castle Craig facilitated the distribution and return of service user questionnaires. The home also provided facilities and arranged for service users to be interviewed by the Care Commission.

The Hospital has weekly meetings which include residents and staff. Staffing is part of the agenda.

Castle Craig also evaluates staffing within their quality assurance questionnaires.

It is obvious that Castle Craig employ a variety of methods to engage with the residents and relatives and value their input.

From conversation with service users it is apparent that they felt that they are able to contribute to the direction of the Hospital. Particularly in meeting changes in therapeutic interventions.

There is strong evidence to support the claim that the Hospital listens to and responds to the views of service users in this quality statement. There have been several new initiatives and interventions introduced as a result of service user feedback.

Areas for Development

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

Castle Craig Hospital utilise their own quality assurance system which relies heavily on resident involvement and participation. They also utilise satisfaction surveys, audits and measuring the outcomes of the service users.

This is done on an individual basis through reviews and one to one sessions with the residents where they are asked to participate in the evaluation of their support. It is also done in a communal basis through the use of community meetings and service user forums.

Castle Craig have also obtained ISO9002.

Castle Craig have recently employed an external consultant to liaise with all stakeholders which they feel will benefit the Hospital as a "Fresh pair of eyes"

Areas for Development

Castle Craig should consider implementing a process which would give formal feedback on any actions taken as a result of service user involvement in a structured manner. This should include progress made and any timescales involved. This was also contained within Castle Craig's own self evaluation.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information**Requirements**

There are no requirements arising from this inspection.

Recommendations

There are no recommendations arising from this inspection report.

Roy Young

Care Commission Officer