

Ark House Rehab Ltd - Ark House

Quality Report

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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

Mental Health Act responsibilities and Mental Capacity Act and Deprivation of Liberty Safeguards

We include our assessment of the provider's compliance with the Mental Capacity Act and, where relevant, Mental Health Act in our overall inspection of the service.

We do not give a rating for Mental Capacity Act or Mental Health Act, however we do use our findings to determine the overall rating for the service.

Further information about findings in relation to the Mental Capacity Act and Mental Health Act can be found later in this report.

Overall summary

We do not currently rate independent standalone substance misuse services.

- We found there was a renewal plan in place for the fabric of the building and the soft furnishings such as bedding. The plan needed to be updated and actions to replace or repair the building or soft furnishings should be acted on in timelier manner.
- Clients were aware of their responsibilities in keeping their laundry up to date and cleaning done, this was part of their recovery plan.

Summary of findings

Our judgements about each of the main services

Service

Substance misuse services

Rating Summary of each main service

We found the following

- The provider must ensure that soiled furnishings are replaced immediately.
- We found there was a renewal plan in place for the fabric of the building and the soft furnishings such as bedding. The plan needed to be updated and actions to replace or repair the building or soft furnishings should be acted on in a timelier manner.
- Clients were aware of their responsibilities in keeping their laundry up to date and cleaning done, this was part of their recovery plan.

Summary of findings

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Ark House

Services we looked at

Substance misuse services

Summary of this inspection

Background to Ark House

Ark House is a residential service provided by Ark House Rehab Limited. The service provides treatment to rehabilitate people with drug or alcohol dependency. It is registered with the Care Quality Commission to provide accommodation for persons who require treatment for substance misuse. Ark House has a registered manager and a nominated individual.

The service is located in a large house in a residential area of Scarborough. It is close to all amenities and public transport. The service is able to take up to 20 people at any time and has staff on duty 24 hours. At the time of our inspection, there were nine clients. All clients have to be free of any substance use before admission, so they often arrive at the service following a detoxification programme. Ark House does not offer clinical or prescription medicine treatments. It delivers psychosocial interventions and provides a therapeutic environment for recovery.

Ark House has been operating for more than 20 years. Clients take part in a therapeutic programme based on the 12-step principles of Alcoholics Anonymous. Staff deliver treatment for people whose main addiction is to

alcohol or drugs. However, due to the model used, staff also consider secondary addictive behaviours, for example, eating disorders or gambling. The 12-step approach works sequentially as a process to guide a person through the journey of recovery to a new way of life. The programme addresses the physical, mental, emotional and spiritual aspects of recovery. The principles behind this approach give a person a starting point for a lifelong process. All aspects of Ark House follow the ethos of the 12-step approach.

Ark House clients fall into one of four categories:

1. Assessment – people waiting for assessment for suitability and preparation for admission.
2. Primary – clients admitted and at steps one to nine of the programme.
3. Secondary – clients who have moved into step 10 of the programme, concentrating on daily maintenance.
4. Aftercare – ongoing support to clients who have left Ark House.

Our inspection team

The team comprised of one CQC inspector, Pauline O'Rourke.

Why we carried out this inspection

We carried out this inspection in response to information received about the cleanliness of the service.

How we carried out this inspection

The inspection was an unannounced focused inspection and asked the question of the service:

- Is it safe

Before the inspection we reviewed the information we held about this service

- we focused on the standards of cleanliness and hygiene, looking at the systems in place to prevent clients from healthcare related infection
- during the inspection the inspector looked at the bedrooms of the male clients and looked at the quality and cleanliness of the furniture and bedding used

Summary of this inspection

- we reviewed the arrangements for the laundry and refuse services
- we spoke with three clients about their experience at the service
- spoke with both the owners of the service and reviewed the renewal programme at Ark House.

What people who use the service say

We spoke with three clients about their experience of the service. They told us that they were expected to keep to a routine throughout the day. They were not allowed to stay in bed all day and had to contribute to the domestic chores of the service. We specifically asked about the

cleanliness of their rooms and they told us that they were responsible for keeping their room clean and they had dedicated time to do their laundry which included the bedding. Clients told us that staff were supportive and took time with them when they needed it.

Substance misuse services

Safe

Are substance misuse services safe?

Safe and clean environment

We noted staining to the bed bases in two rooms and a coffee stained duvet in another room. The remaining five rooms were clean however.

We concentrated on the bedrooms occupied by the male clients, as a client raised concerns about the room they occupied but could not remember which one it was. Male clients would not have been aware of the cleanliness of the rooms occupied by female clients, which were on a separate floor.

We found that in room eight, an ensuite room, there was some mould on the bathroom ceiling. Information received prior to the inspection informed us that the service was aware of this issue and had a plan to make improvements. During the inspection, we looked at the plan and found staff cleaned and disinfected the bathroom ceiling when the room was not in use. The owner told us they were looking at trying to get further ventilation in to the ensuite area.

Clients had access to the laundry room on a rota basis and it was their responsibility to keep their bedding, including duvets and pillows clean. This was all part of their recovery

plan. They had a morning meeting where they could raise any issues they were having with their laundry. We saw the client rota for the laundry and noted the manager regularly checked that clients had done their laundry and cleaning.

We saw a renewal programme for facilities within the service. This included beds and bedding.

Staff told us they changed bedding between clients, including quilts.

There were no recorded incidents of clients suffering from skin complaints due to dirty beds and bedding.

Safe Staffing

We will assess this at the next comprehensive inspection.

Assessing and managing risk to clients and staff

We will assess this at the next comprehensive inspection.

Track record on safety

We will assess this at the next comprehensive inspection.

Reporting incidents and learning from when things go wrong

We will assess this at the next comprehensive inspection.

Duty of Candour

We will assess this at the next comprehensive inspection.

Outstanding practice and areas for improvement

Areas for improvement

Action the provider **MUST** take to improve

- The registered person must ensure that soiled soft furnishings and furniture are replaced immediately they become stained.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Accommodation for persons who require treatment for substance misuse	Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment The registered person must, in relation to such equipment, maintain standards of hygiene appropriate for the purposes for which they are being used. Regulation 15 (2)