

The Bridges

Quality Report

128 Holderness Road
Hull
East Yorkshire
HU9 1JP
Tel: 01482 588454
Website: www.rapt.org.uk

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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

Overall summary

We do not currently rate independent, standalone, substance misuse services.

- During this inspection, we found that the service had addressed the issues that had previously resulted in regulatory breaches following the October 2016 inspection.
- There was a programme of refurbishment and redecoration underway. The service had professionally cleaned the stained carpets. Three of the flats had carpets replaced and we saw evidence that four more carpets were scheduled for replacement in August 2017.
- The provider had appointed a cleaner to ensure the cleanliness of all communal areas and to advise clients with the cleaning of their rooms.
- The provider had repaired the faulty window frames and appointed a maintenance worker, who attended the location on a weekly basis to deal with any issues reported.
- The provider informed the Care Quality Commission of all notifiable incidents.
- Following our last inspection in October 2016, we did not require or recommend any areas for improvement for effective, caring, responsive, or well led. Since that inspection, we have received no information that would cause us to re-inspect these key questions.

Summary of findings

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Summary of this inspection

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The Bridges

Services we looked at

Substance misuse services

Summary of this inspection

Background to The Bridges

The Bridges is a residential service provided by The Rehabilitation for Addicted Prisoners Trust, a registered charity. The service provides an abstinence based drug and alcohol treatment programme for men aged between 18 and 65 years referred by the probation service from prison. It is registered with the Care Quality Commission to provide accommodation for persons who require treatment for substance misuse. The Bridges has a registered manager and a nominated individual.

The service is located in a residential area of Hull. It is close to local amenities and has good access to public transport and the city centre. The service is able to take up to 16 men at any time and has staff on duty 24 hours a day. All clients have to be free of any substance use and produce a negative drug test before admission. This means they will have undergone a detoxification programme before their release from prison. The Bridges does not offer clinical treatments. It provides a programme of psychosocial interventions and a therapeutic environment to support recovery from addiction. The Bridges accepts admissions from the National Probation Service Humberside and self-funders.

The Bridges has been working with offenders with an alcohol and/or drug addiction since 2004. Clients take

part in a therapeutic programme based on the 12-step principles of Alcoholics Anonymous and Narcotics Anonymous. 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 The Bridges follow the ethos of the 12-step approach with two distinct treatment phases.

The premises comprise eight single occupancy rooms for clients undergoing the first phase of treatment and eight self-contained flats for those clients who progressed to the second phase of treatment.

When the Care Quality Commission last inspected the service in October 2016, we found that the service had breached regulations. We issued the provider with two requirement notices. These related to the following regulations:

- Regulation 15, Health and Social Care Act (Regulated Activities) Regulations 2014, Premises and equipment
- Regulation 18, CQC (Registration) Regulations 2009, Notification of other incidents

Our inspection team

Jacqui Holmes, Inspector for the Care Quality Commission, undertook the inspection

Why we carried out this inspection

We undertook this unannounced inspection to find out if The Bridges had made the required improvements to their service since our last comprehensive inspection in October 2016.

We do not rate standalone, substance misuse services. After our last inspection, we told the provider that they must take the following actions to improve:

- The provider must ensure stained soft furnishings are replaced immediately. They must carry out repair work to the building and refurbish the décor.
- The provider must ensure it reports all notifiable incidents to the Care Quality Commission.

We issued the provider with two requirement notices. These related to the following regulations:

Summary of this inspection

- Regulation 15, Health and Social Care Act (Regulated Activities) Regulations 2014, Premises and equipment.
- Regulation 18, CQC (Registration) Regulations 2009, Notification of other incidents.

How we carried out this inspection

To understand the experience of people who use services, we ask the following five questions about every service:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well led?

Before the inspection visit, we reviewed information that we held about the service. We received no information that would cause us to re-inspect the effective, caring,

responsive, or well led key questions. Therefore, during this inspection, we focussed on those issues where we had previously told the provider that actions must be taken for improvement.

During the inspection visit, the inspection team:

- spoke with the service manager and the registered manager for the service
- looked at the quality of the physical environment
- looked at the cleaning schedules and maintenance logs
- looked at scheduled refurbishment plans
- reviewed the notifications received from the provider in respect of the service.

Summary of this inspection

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- There was a programme of refurbishment underway. The service had professionally cleaned the stained carpets. Three of the flats had carpets replaced and we saw evidence that four more carpets were scheduled for replacement in August 2017.
- The provider had appointed a cleaner to advise clients about the cleaning of their rooms and to ensure the cleanliness of all communal areas on a daily basis.
- The provider had appointed a maintenance worker, who attended the location on a weekly basis to deal with any issues reported.
- The service had repaired the faulty window frames and was undertaking a rolling programme of redecoration of the premises.
- The provider informed the Care Quality Commission of all notifiable incidents.

Are services effective?

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

Are services caring?

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

Are services responsive?

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

Are services well-led?

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

Substance misuse services

Safe	
Effective	
Caring	
Responsive	
Well-led	

Are substance misuse services safe?

Safe and clean environment

When we visited in October 2016, we found the building environment and facilities were old and in need of decoration although the communal areas were comfortably furnished. The window in the upper lounge was decayed and required attention and the décor of the upper level corridor and four of the bedrooms needed updating. During this inspection, we saw that the service had made repairs to the window frames and had redecorated those areas requiring attention. The service had introduced a rolling programme of redecoration. The service had appointed a maintenance worker to carry out their routine maintenance work. They attended the service on a weekly basis dealing with any issues listed in the maintenance log and updated the log at each visit with actions and repairs undertaken.

In October 2016, we noted staining to the carpets in eight rooms. During this inspection, we found the service had the carpets in every room professionally cleaned and had replaced the carpets in three of the flats. We saw evidence that the provider had firm plans to replace four more carpets in August 2017. In addition, the service had appointed a cleaner for two hours daily, five days a week, who was responsible for cleaning all communal areas. They also provided advice and support to clients, who were individually responsible for cleaning their own rooms.

This showed the service was no longer in breach of regulation 15, Health and Social Care Act (Regulated Activities) Regulations 2014, Premises and equipment.

Track record on safety

When we visited in October 2016, we determined that the service should have notified the Care Quality Commission about two serious incidents, which had occurred during

the preceding year. The provider had recently made the registered manager and the service manager aware of the types of incidents that would require a notification. Consequently, the service had started notifying the Care Quality Commission of all incidents it was required to. During this inspection, we reviewed the notifications received from The Bridges since October 2016. The service had lodged four notifications and had dealt with each incident in an appropriate manner.

This showed the service was no longer in breach of Regulation 18, CQC (Registration) Regulations 2009, Notification of other incidents.

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

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

Are substance misuse services caring?

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

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

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.

Substance misuse services

Are substance misuse services well-led?

- Since the last inspection in October 2016, we have received no information that would cause us to re-inspect this key question.