

Monitoring Summary Record:

Westcliffe House Limited

1-117146210

12 Madeira Road

Weston-Super-Mare

Somerset

BS23 2EX

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on **27/04/2022**.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our Monitoring Approach 21/22 and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring activity. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

This summary record outlines what we found as a result of our monitoring activity.

The CQC will continue to monitor this location / service and no further regulatory activity will be initiated at this time.

Areas for improvement

Ensuring that staff do not burn out, staff have worked so hard during covid so the focus over the next 6 months is to ensure staff don't reach burn out. Ensuring staff have access to courses they want to attend. Staff went above and beyond for clients during covid, i.e. going out and getting shopping for clients.

The provider feels that they were not able to represent themselves and the work they do well at the last inspection and were disappointed with the report outcome for the safe domain. The provider has developed a folder to show CQC on the next inspection and has utilised the experience by researching CQC methodology and the key lines of enquiry.

Good practise:

The service offers a range of groups to support client's overall health and wellbeing, including Male and female only groups, relapse prevention groups, preparation for leaving group and Chemsex groups. Staff can develop and tailor groups to suit clients needs, for example, developing a domestic violence group after identifying a need. You told us about positive joint working in place to benefit clients. This includes Healthy Living North Somerset -for smoking cessation and dietary support, local educational units, local park volunteering opportunities, Street agency, GP surgeries, Local Authorities and referrers to ensure delivery of effective care and treatment.

The manager of the service had the skills, knowledge and experience to perform their role. The manager of the service had worked within Westcliffe House for 23 years and has a good overview of the service and the client group.

You told us:

You have naloxone on site. stored in an accessible location, all staff have been trained, as have clients to use naloxone.

Discharge planning, including early exit from treatment is recorded in client's individual records and discussed throughout treatment, at the start of treatment discuss exit plans and discharge plans, work with all agencies involved to support client and offer wraparound care.

There are clear admission criteria for those accepted who require a detox -. Detoxification clients who have physical health concerns or are considered high risk are not admitted to the service. Only clients who a community detoxification would be appropriate were it not for any environmental issues that prevented this, are accepted into the service.