

St Martin Of Tours Housing Association Limited

# Wilton Villas

## Inspection summary

CQC carried out an inspection of this care service on 25 April 2016. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Wilton Villas provides residential care for men with mental health problems, substance misuse and learning disabilities. There are 23 rooms for people with mental health problems and/or substance misuse. The service recognised that some people may have an additional learning disability so created a specific five bed flat within the building was created for people with a mental health, substance misuse history that also have a learning disability. There were 24 people using the service at the time of this inspection.

This inspection took place on 25 April 2016 and was unannounced. Following our previous inspection in January 2014 we undertook a focused inspection to look into concerns about the service. That inspection took place on 12 March 2015 and looked into concerns about people's safety as the result of incidents that had required the police to be called to the service or people having been involved with the police in the local area. We found at that time the service had taken action to address those concerns and the situation had improved. Positive relationships with the local community had been established, a recent garden party event hosted by the service had occurred and the feedback received had been very positive.

At the time of our inspection a registered manager was employed at the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated

Regulations about how the service is run.

We saw that risks assessments concerning people's day to day support needs, mental healthcare support, other healthcare conditions and risks associated with daily living and activities were detailed and were regularly reviewed. Instructions for staff on how to mitigate risks were clear and informed staff about action to be taken to reduce risks and how to respond if new risks emerged. A psychologist that was also employed by the provider took part in assessing potential risks for people.

There were policies, procedures and information available in relation to the Mental Capacity Act 2005 (MCA) and the Deprivation of Liberty Safeguards (DoLS) to ensure that people who could not make decisions for themselves were protected. The service was applying MCA appropriately. Physical restrictions under DoLS were not applied for at the service as almost everyone using the service was subject to a community treatment order. This would mean that if they did not comply with their treatment in the community they could be recalled to undergo treatment in a secure hospital ward.

We found that people's health care needs were assessed and the service was introducing specific health action plans to ensure that these assessments improved the range of potential health care needs assessed, whether previously known about or not. Care was planned and delivered in a consistent way and the service had regular contact with community mental health services and other health and social care professionals. Information and guidance provided to staff about what was expected of them and the procedures used at the service were clear.

The service complied with the provider's procedures to carry out regular audits of all aspects of the service. The provider carried out regular reviews of the service and sought people's feedback on how the service operated.

At this inspection we found that the service met all of the regulations we looked at.

You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning **03000 616161**