

## MEDIA RELEASE

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### **Care Quality Commission says Stewart House, Narborough, meets all essential standards for quality and safety**

"We are involved in care decisions and staff are very good at communicating with us all" – that's what relatives of clients at complex mental health care home Stewart House, Narborough, have told the Care Quality Commission (CQC) during a recent unannounced inspection.

The Care Quality Commission (CQC) has reported that care at Stewart House meets essential standards for quality and safety in a new report based on its experiences while inspecting the unit.

Stewart House provides an inpatient service for people with long term mental health difficulties. Due to the severity of their mental health problems, the client group have been unable to sustain living in residential community settings and require an alternative approach to prolonged stays on acute inpatient wards. It has 22 beds.

The client group have high levels of disability from their mental illness and a limited potential for future change. Stewart House provides 24 hour care to monitor mental and physical health, and to assist and support the residents in all aspects of daily life such as self-care, diet and maintaining activities and interests.

The report of the unannounced inspection of Stewart House in April 2013 has now been published:

[http://www.cqc.org.uk/sites/default/files/media/reports/RT5\\_Leicestershire\\_Partnership\\_NHS\\_Trust\\_RT5KE\\_Stewart\\_House\\_Narborough\\_20130510.pdf](http://www.cqc.org.uk/sites/default/files/media/reports/RT5_Leicestershire_Partnership_NHS_Trust_RT5KE_Stewart_House_Narborough_20130510.pdf)

One relative of a patient told the CQC: "The staff do involve my relative and their family in decisions. We attend regular multi-disciplinary meetings. The staff here are very good at communicating with us all."

Another relative said: "The staff here are professional and competent and are able to deal with very complex needs."

Stewart House met all the standards of care it was assessed against as part of the routine inspection. These were:

- Respecting and involving people who use services

- Care and welfare of people who use services
- Safeguarding people who use services from abuse
- Supporting workers
- Assessing and monitoring the quality of service provision

The CQC saw that clients' care needs were subjected to a six monthly care programme approach (CPA) review, which consisted of a multi-disciplinary meeting which included relevant health professionals, the patient and their family. The CQC found clear evidence that patients were involved in these discussions.

During the CQC's visit they observed clients' preferences being sought and the ward sister explained that every morning each person using the service was asked what they would like to do on that particular day.

Acting divisional director for Adult Mental Health Services at LPT, Teresa Smith, said: "These excellent inspection results at Stewart House are very good news for clients and their relatives, and reflect the hard work and professionalism of staff. It is well deserved recognition of the challenges of caring for people with complex and long term mental and physical health needs. We are really pleased that our service and our staff are recognised by both the CQC and by relatives of clients in such a positive way."

Patients in Stewart House receive 24 hour care in a homely, residential setting. Each service user has their own individual care plan and a named nurse. The unit has an occupational therapy suite with kitchen, an activity room and a sensory room. Patients can participate in a combination of group and individual activities in the unit and also in the community.

A monthly patients meeting provides people with an opportunity to ask, comment or make suggestions about subjects including the unit, meals or activities.

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## NOTES TO EDITORS

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