

CQC Inspection Summary

DATE OF INSPECTION:
4 February 2019

SITE NAME:
Glenhurst Lodge

LOCATION:
**Virginia House, Vinters
Road, Maidstone, Kent,
ME14-5DX**



DESCRIPTION:

Glenhurst Lodge is a twenty two bedded Mental Health High Dependency Rehabilitation Service for men and women. Click [HERE](#) for more information.

 <p>Overall Good</p> <p>Read overall summary</p>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Click [HERE](#) to see the official CQC report.

CQC REPORT SUMMARY

The wards had enough staff and they assessed and managed risk well. Staff minimised the use of restrictive practices, managed medicines safely and followed good practice with respect to safeguarding.

Staff developed holistic, recovery-oriented care plans informed by a comprehensive assessment. The hospital provided safe care and the ward environments were safe and clean. They provided a range of treatments suitable to the needs of the patients cared for in a Mental Health rehabilitation ward and in line with national guidance about best practice. Staff also undertook a range of clinical audits to evaluate the quality of care provided.

The ward teams included or had access to the full range of specialists required to meet the needs of patients on the wards. Managers ensured that these staff received training, supervision and appraisal. The ward staff worked well together as a multidisciplinary team and with those outside the ward who would have a role in providing aftercare.

Staff understood and discharged their roles and responsibilities under the Mental Health Act 1983 and the Mental Capacity Act 2005. Staff treated patients with compassion and kindness, respected their privacy and dignity, and understood the individual needs of patients. They actively involved patients and families and carers in care decisions. Staff planned and managed discharge well and liaised well with services that would provide aftercare. As a result, discharge was rarely delayed for other than a clinical reason or other reasons outside the hospital's control.

The hospital used a holistic range of approaches, tailored to each patient's needs. It was well led, and the governance processes ensured that ward procedures ran smoothly



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