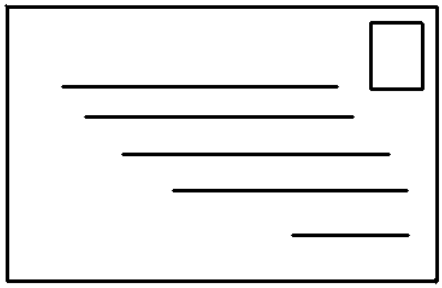
What we think about Byfield Court

Easy read report

	**Address:** Byfield Court Sheppey Way, Bobbing Sittingbourne Kent ME9 8PJ **Phone:** 01795 431685

Date we did the inspection:

12 January 2016

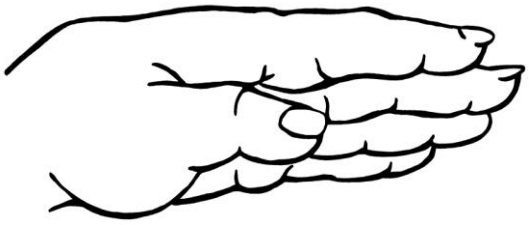
Byfield Court is one of several small homes owned by Aitch Care Homes (London) Limited.

Byfield Court provides care and accommodation for up to 11 people who have learning difficulties. The service aims to work with young people with autistic tendencies supporting them to gain greater independent living skills.

About the Care Quality Commission

We are an organisation called the Care Quality Commission (CQC).

We checked to see whether the service given by St James House is safe, gives good results, caring, meets people's needs, and is managed well.



Here is what we found.

Requires Improvement.

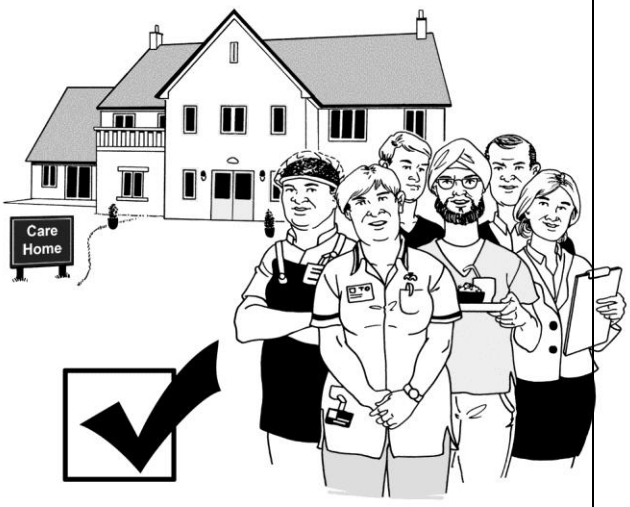
We ask five questions about services and this is what we found

Is the service safe?

We gave this service a score of ‘good’.

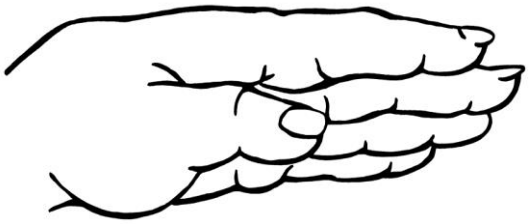
Staff knew how to keep people safe from harm.

Medicines were being managed safely and administered safely.



The provider had deployed enough staff to safely meet the needs of the people.

Does the service give good results?



We gave this service a score of ‘requires improvement’, which means it needs to get better.

Staff did not always one to one formal supervisions had not regularly taken place.

Staff had not received annual appraisals, which are needed to identify staff performance and which areas staff needed to continue to improve their skills and knowledge.

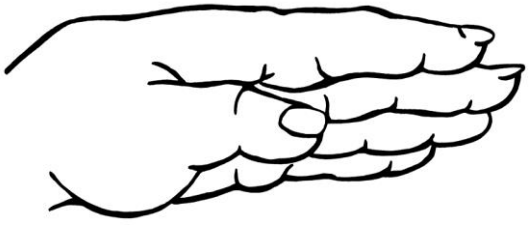
People's human and legal rights were respected by staff. Staff had knowledge of the Mental Capacity Act and the associated Deprivation of Liberty Safeguards.

People were supported to maintain good health and had access to healthcare professionals and services.

Is the service caring?

	We gave this service a score of ‘good’.
	Staff respected people’s privacy.
	People’s preferences, likes and dislikes had been discussed so staff could deliver personalised care.

Does the service meet people's needs?



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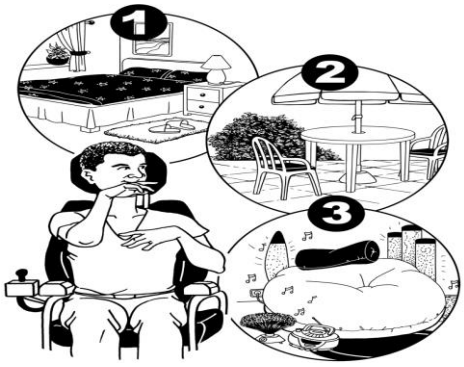
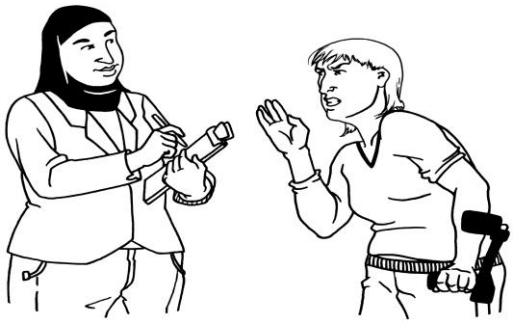


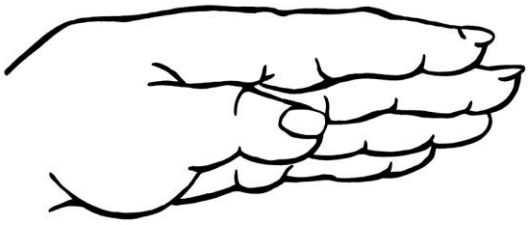
Sometimes people were not able to choose where to go if they wanted to be on their own.

People were routinely listened to and their comments acted upon. Staff were seen spending time with people on an informal, relaxed basis and not just when they were supporting people with tasks.



The provider had a complaints procedure, which was followed in practice.

Is the service managed well?



We gave this service a score of ‘requires improvement’, which means it needs to get better.

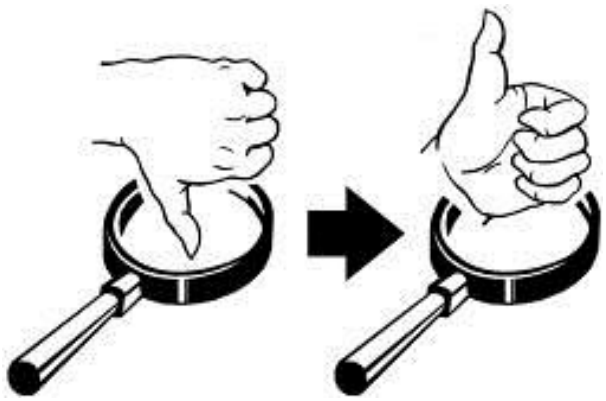
While members of staff demonstrated these values by enabling a person centred value as demonstrated in this report, it was felt that the registered manager had not encouraged staff to be by not creating an environment that would facilitate openness.

Quality assurance processes were in place to monitor the quality of the home, but they were not effective in identifying all areas for improvement that we found.

Records relating to people's care and the management of the home were not well organised or adequately maintained.

Staff had meetings every month to talk about how things at the service could improve.

What happens next?



We have asked this service to tell us how and when they will make things better. We will check they have done this.

Getting in contact with us

If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**