



Review of compliance

Swanton Care and Community Limited
Baylis Place

Region:	Yorkshire & Humberside
Location address:	61 Wawne Road Hull East Riding of Yorkshire HU7 4FE
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	Bayliss Place is a modern purpose built care home on the outskirts of Hull in a residential area close to shops, amenities and public transport. It is registered to provide accommodation for up to eleven adults with learning disability, autism and associated complex needs.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Baylis Place was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 4 October 2011, talked to staff and talked to people who use services.

What people told us

People we spoke to complimented the care and welfare they experienced at their home. One person told us they looked forward to the different activities on offer each day. Another person said their fellow residents and carers were a second family.

What we found about the standards we reviewed and how well Baylis Place was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People who use the service were seen to be respected and be involved with the planning and be able to influence the delivery of their care.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People received safe and appropriate care that met their needs and supported their rights.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People were seen to be protected from abuse and staff had been trained to ensure that peoples' human rights were respected.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People told us that they were asked their opinions and that staff always explained rather than "just telling." One person felt they didn't like being asked to get dressed in a morning but said it was always explained that many activities do require them to be ready to participate. Another person enjoyed being asked for their opinion on the running of their favourite activity, being the referee during football matches.

Other evidence

We reviewed four care plans as part of this outcome. The care plan files were in the process of being reviewed with regard to their content and placing of key information. We found that people who used the service signed to agree with the content of care planning and assessments. Key information included a person's likes and dislikes with regard to aspects of their care and day to day needs such as food, activities and lifestyle.

We saw evidence of a best interest meeting that had been held for one resident with regard to oral sedation in dentistry. The minutes reflected a multi disciplinary team approach with representatives from relevant NHS and social care bodies as well as the home. Another person had an entry in the key information section of the care plan explaining how they liked to be approached when feeling low.

The manager explained that the home had an open door policy and that people using the service had full access to his office at all times should they wish to talk to him. During our conversation four residents entered to discuss different topics such as a forthcoming visit to the coast, a wish for a new laptop computer and a request that a particular carer accompany them on a visit.

We saw evidence of surveys asking residents for their views. Entries from the most recent survey included comments such as "I get to be with my friends" and "I like the people who look after me."

Our judgement

People who use the service were seen to be respected and be involved with the planning and be able to influence the delivery of their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People told us they were happy living at Bayliss Place. One person felt she was amongst friends and another enjoyed the freedom the home gave her with regard to being off the premises and 'having her own space'.

Other evidence

We examined four care plans as part of this inspection. The care records included documentation accompanying the person on admission, evidence of meeting with the person prior to admission, risk assessments and documentation regarding specific needs. We were able to see how these assessments had been incorporated into individual care plans and that the person had their full range of needs assessed and planned for.

The documentary records included relevant sections such as the individual, the family, home management and relevant information from health and social care bodies. A record had been kept of visits from health care professionals. Each resident had an observation record completed by staff three times per day and a separate record was kept of activities the person had participated in.

We noted that a note of medication was kept in the care files but this had not been updated, reflecting the medication the person received when the care record was started. The manager explained that the home's medical administration record (MAR) reflected the up to date medication regime for a person and that this was kept centrally in the medication room. We also noted that some records included a photograph of the

person to aid new staff in recognition but some didn't. The manager explained that the review of record layout was to include addressing this shortfall. We received confirmation afterwards from the registered manager that this had now been completed.

Our judgement

People received safe and appropriate care that met their needs and supported their rights.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

We did not speak with people regarding this outcome

Other evidence

We saw documentary evidence through staff records that the service provided training in safeguarding vulnerable adults, awareness of The Mental Capacity Act 2005, deprivation of liberty (DOL,) restraint, incident recording and care planning.

The manager explained that the training included face to face training as well as on line training through software packages.

We looked at recent notifications to the Care Quality Commission and the manager explained that they had worked with the local safeguarding adults team at Hull City Council with regard to process in notifying incidents and using the safeguarding team as a resource in handling potential concerns.

Our judgement

People were seen to be protected from abuse and staff had been trained to ensure that peoples' human rights were respected.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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