

Yorkshire Regency Healthcare Limited

The Heathers

Inspection report

1 St Pauls Road
Manningham
Bradford
West Yorkshire
BD8 7LU

Tel: 01274541040

Date of inspection visit:
14 June 2017

Date of publication:
11 July 2017

Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 13 July 2017. At that time the service was given a quality rating of 'requires improvement' overall. After that inspection we received concerns in relation to safeguarding and compliance with the Mental Capacity Act and Deprivation of Liberty Safeguard legislation. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at www.cqc.org.uk. The quality rating has not changed following this visit.

The Heathers is privately owned by Yorkshire Regency Health Care Limited. The home provides care and support for up to 34 people who have past or present alcohol dependency problems. The home is a detached adapted property located close to Bradford City centre and within walking distances of Lister Park, local shops and other amenities. It is on a main bus route and there is a car park to the front of the property.

At the time of the focused inspection on 14 June 2017 there were 32 people using the service.

There was a registered manager in post. 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.

People told us they felt safe living at The Heathers and we found staff understood how to keep people safe from harm. Good systems were in place to make sure people were protected from any financial abuse.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service support this practice. The legal requirements relating to Deprivation of Liberty Safeguards (DoLS) were being met.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Staff understood how to keep people safe from harm and from any financial abuse.

At the last inspection we found the service was not consistently safe. This inspection has not changed that rating, we will review the rating at the next planned inspection

Requires Improvement ●

Is the service effective?

The legal requirements relating to Deprivation of Liberty Safeguards (DoLS) were being met.

At the last inspection the service was assessed as being effective and this has not changed following our review of compliance with the Mental Capacity Act and Deprivation of Liberty Safeguard legislation.

Good ●

The Heathers

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

We undertook an unannounced focused inspection of The Heathers on 14 June 2017. This inspection was completed in response to concerns around safeguarding and compliance with the Mental Capacity Act and Deprivation of Liberty Safeguards legislation.

The inspection was undertaken by two adult social care inspectors. During our inspection we spoke with four people who used the service, three team leaders, two care workers and the registered manager. We also looked at care files and financial records.

Is the service safe?

Our findings

People who used the service told us they felt safe at The Heathers. One person said, "Yes I feel safe, the staff make sure I'm safe." A second person said, "Yes I feel safe, no-one is troublesome."

We saw there were safeguarding policies and procedures in place and information was also on display. We spoke with three members of staff about their understanding of safeguarding and what they would do if they thought people who lived at the home were at risk. All of them told us they would not hesitate to report any concerns to the manager, Care Quality Commission or the Adult Protection Unit. We saw the registered manager had made appropriate referrals to the safeguarding team when this had been needed. This meant staff understood how to keep people safe.

We saw the registered manager was holding money and bank cards for some people who used the service. We saw people had given their consent for this and care plans were in place regarding the support people required to manage their financial affairs. We saw detailed records were made of any withdrawals from post office or bank accounts and receipts were obtained for any purchases made. We checked the transaction records and monies held for three people and found them to be accurate. We asked one person about the management of their money and they told us they only had to ask in the office if they needed to get some cash. We saw people doing this during our visit. This meant people were being protected from any financial abuse.

Is the service effective?

Our findings

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty so that they can receive care and treatment when this is in their best interests and legally authorised under the MCA. The authorisation procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty were being met.

We found the service was working within the principles of the MCA and that staff had an understanding of how these principles applied to their role and the care they provided. For example, we saw one person had a specific condition attached to their DoLS authorisation. We saw this had been included in their care plan and that the condition had been met. This showed us staff understood the legislation and were acting within the law.