

Salutem LD BidCo IV Limited

Beaumont College

Inspection report

Beaumont College
Slyne Road
Lancaster
Lancashire
LA2 6AP

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service: Beaumont College offers both residential and day programmes to students at the College. The students are aged between 18 and 25 with a broad range of physical and learning disabilities. The residential units can accommodate 63 people. At the time of our inspection visit there were 33 people staying at the College.

People's experience of using this service:

Staff were committed to supporting young people to gain their independence and develop their skills. Use of technology enabled young people to access information and to be fully involved in their care and support.

Young people's care and support had been planned proactively and in partnership with them and family members. They felt consulted and listened to about how their care would be delivered. Care plans were organised and had identified the care and support young people required. We found they were informative about care young people had received.

Young 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 supported this practice. Staff worked together in a positive way to support young people to achieve their identified goals.

Staff had been recruited safely, appropriately trained and supported. Family members told us staff knew and met the care needs of young people staying at the college.

Young people were supported to have access to healthcare professionals and their healthcare needs had been met. The service worked in partnership with other organisations to ensure they followed good practice and young people in their care were safe.

Procedures were in place to record safeguarding concerns, accidents and incidents and take necessary action as required. Family members spoken with during the inspection told us they had no concerns about their relative's safety whilst in the care of staff supporting them.

The registered provider used a variety of methods to assess and monitor the quality of the service. These included regular audits and satisfaction surveys to seek their views about the service provided.

Rating at last inspection: This is the first inspection at Beaumont College following the providers registration with the Care Quality Commission (CQC) on 30 April 2018.

Why we inspected: This was the services first planned inspection.

Follow up: The next scheduled inspection will be in keeping with the overall rating. We will continue to

monitor information we receive from and about the service. We may inspect sooner if we receive concerning information about the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe

Details are in our Safe findings below.

Good ●

Is the service effective?

The service was effective

Details are in our Effective findings below.

Good ●

Is the service caring?

The service was caring

Details are in our Caring findings below.

Good ●

Is the service responsive?

The service was responsive

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service was well-led

Details are in our Well-Led findings below.

Good ●

Beaumont College

Detailed findings

Background to this inspection

The inspection:

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team:

The inspection team consisted of two adult social care inspectors, a specialist advisor and an Expert-by-Experience. The specialist advisor looked at the services care planning arrangements and medicines procedures. The Expert-by-Experience is a person who has personal experience of using or caring for someone who uses this type of care service. The Expert by Experience had a background supporting people with a learning disability.

Service and service type:

Beaumont College is a specialist college service. These services provide education, care and training in independence for young people with learning disabilities and or physical disabilities. The colleges are first and foremost educational establishments and are regulated by Ofsted. The personal care and accommodation provided by a college is regulated by the Care Quality Commission where 10% or more of the students require personal care.

The care service has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection:

This comprehensive inspection visit took place on 08 April 2019 and was unannounced.

What we did:

Before our inspection we completed our planning tool and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of young people supported by the service.

We also checked to see if any information concerning the care and welfare of young people supported by the service had been received. We contacted the commissioning department at Lancashire County Council and Healthwatch Lancashire. Healthwatch Lancashire is an independent consumer champion for health and social care. This helped us to gain a balanced overview of what people experienced accessing the service.

As part of the inspection we used information the provider sent us in the Provider Information Returns. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection visit we spoke with a range of people about the service. They included two young people staying at the residential service at the college and seven family members. We also spoke with the college principal, registered manager, deputy manager, and five staff members. We observed care practices and how staff interacted with young people in their care. This helped us understand the experience of young people supported by the services.

We looked at care records of five young people, staff recruitment, training, supervision records and arrangements for meal provision. We also looked at records relating to the management of the home and the medicines records of four young people. We reviewed the services staffing levels and walked around the building to ensure it was clean, hygienic and a safe place for young people to stay.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- The service protected young people from the risk of abuse and their human rights were respected and upheld.
- The service had effective safeguarding systems in place and all staff spoken with had a good understanding of what to do to make sure people were protected from harm.
- Young people and relatives told us they felt they received safe care. One relative told us, "I think it's safe because staff are well trained and have really good communication skills."

Assessing risk, safety monitoring and management

- The service managed risk through effective procedures.
- The service had a person-centred risk-taking culture in which young people were supported to take risks to promote their own self development.
- Each young person had a robust risk assessment and risk was managed and addressed to ensure young people were safe.
- Staff understood where young people required support to reduce the risk of avoidable harm.
- The risk assessment for one young person had been completed with the assistance of the local community learning disability team, a consultant neurologist and a family member of the young person. This demonstrated a multi-disciplinary approach to the management of risk.

Staffing and recruitment

- The service provided sufficient numbers of appropriately trained staff to support young people in a person-centred, timely way.
- Young people and their family members told us they were happy with staffing arrangements. They told us there were enough staff to provide the support young people required in a person centred and caring way. One relative said, "Yes ([relative] is safe here. They have good staffing supporting [relative]."
- Recruitment was well managed.
- Relevant checks had been made before new staff had commenced their employment. These checks were required to ensure new staff were suitable for the role for which they had been employed.

Using medicines safely

- Medicines were managed safely.
- Medicines were managed in line with The National Institute for Health and Care Excellence (NICE) national guidance. This showed the registered manager had systems to protect people from unsafe storage and administration of medicines.
- Staff told us they were unable to administer medicines unless they were trained to do so. This included

regular training and competency checks to ensure they had the suitable skills to carry out the task safely.

- Audits were being undertaken regularly. Issues identified through the audit process were followed up with lessons learned training.

Preventing and controlling infection

- The service had effective infection control procedures in place.
- Young people and family members praised the standard of cleanliness throughout the college. Staff had received training in infection control and had access to protective personal equipment such as disposable gloves and aprons. This meant staff and young people they supported were protected from potential infection when delivering personal care.

Learning lessons when things go wrong

- Systems were in place to record and review accidents and incidents.
- We saw evidence any accidents and incidents were investigated and actions put in place to minimise future occurrences.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Assessments were comprehensive.
- Expected outcomes were identified and staff made sure young people's care and support was regularly reviewed.
- We found care records were consistent and staff provided support that had been agreed with each young person. The relatives of young people supported by the service confirmed this when we spoke with them.

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and carried out their roles effectively.
- Discussion with staff and observation of training records confirmed staff had received training that was relevant to their role and enhanced their skills. All new staff had received a thorough induction on their appointment to the service to ensure they had the appropriate skills to support young people with their care.
- Staff spoken with told us they felt well supported, received regular supervision and appraisal of their work and had access to management when they needed them.

Supporting people to eat and drink enough to maintain a balanced diet

- The service managed young people's nutritional needs.
- Young people had individual eating and drinking plans to support them with their nutritional needs. The service had recently introduced the international dysphagia diet standard initiative which is a new framework for the classification of food textures. This was being adopted for young people with eating and drinking needs.
- Young people and their relatives told us they were happy with the variety and choice of meals provided.

Staff working with other agencies to provide consistent, effective, timely care

- Staff worked effectively with healthcare professionals to ensure people's healthcare needs were met.
- The service employed a team of specialist therapists including behaviour, occupational and physio therapists, nursing and dietitian to provide training and guidance to staff to meet young people's individual needs. Relatives of young people told us the support provided worked very well.

Adapting service, design, decoration to meet people's needs

- The service provided accessible surroundings that promoted young people's wellbeing.
- We looked around the building and found it was suitable for young people's needs although in need of some refurbishment. Communal space comprised of lounges and dining rooms. Young people's personal

accommodation had been personalised to meet their individual needs.

- The service had Wi-Fi (wireless connectivity) fitted allowing young people with computers, smartphones, or other devices to connect to the internet or communicate with family and friends.

Supporting people to live healthier lives, access healthcare services and support

- The service promoted and maintained young people's health by ensuring access to health care services.
- Young people's healthcare needs were carefully monitored and discussed with the young person or family members as part of the care planning process. Care records seen confirmed contact with General Practitioners (GP's) and other healthcare professionals had been recorded.
- The records were informative and had documented the reason for the contact and what the outcome had been. This confirmed people's assessed needs were being fully met, in accordance with their plans of care.

Ensuring consent to care and treatment in line with law and guidance

- The service had systems in place to gain and review consent from young people who used the service.
- 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 to receive care and treatment with appropriate legal authority. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA. Also, whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority. We saw these were being met.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- Young people were supported by caring and respectful staff.
- Young people and their relatives told us they liked the staff who supported them and were comfortable in their care. One relative said, "Without a shadow of doubt staff treat [relative] with dignity and respect. They staff are unbelievable."
- Staff talked with us about the importance of supporting and responding to young people's diverse needs. Young people's personal relationships, beliefs, likes and wishes were recorded in their care records and this helped young people to receive the right support around their individual beliefs and preferences.
- Where young people did not communicate verbally staff understood their way of communicating their needs and choices. Staff observed body language, eye contact and sign language to interpret what young people needed.

Supporting people to express their views and be involved in making decisions about their care

- The service supported young people with decision making.
- Staff supported young people to make decisions about their day to day activities and care. For example; what leisure activities to attend both within and external to the college.
- Where needed, staff sought external professional help to support decision making for young people.
- Information was readily available about advocacy support, should someone wish to utilise this service. An advocate is an independent person, who will support people in making decisions, in order to ensure these are made in their best interests.

Respecting and promoting people's privacy, dignity and independence

- Young people were treated with respect and their dignity was upheld.
- Staff demonstrated a genuine concern for people and were keen to ensure people's rights were upheld and they were not discriminated against in any way. A relative told us, "We are delighted with the service. [Relative] has found independence because of being there."

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- The service provided care and support that was focused on individual needs, preferences and routines of young people they supported.
- Young people and family members told us how they were supported by staff to express their views and wishes. This enabled young people to make informed choices and decisions about their care.
- The care files we saw were person centred and individualised documents. They contained detailed information, providing staff with clear guidance about young people's specific needs and how these were to be best met. These included young people's personal care needs, nutritional support and social interests. Staff spoken with were able to describe young people's individualised needs and how these were met.
- Young people had access to a varied range of recreational activities to keep them entertained and stimulated. One young person said, "I go walking and do arts and crafts. I like doing them."
- The registered manager was aware of the accessible information standard. This ensured people with a disability or sensory loss were given information in a way they could understand. We saw a variety of communication aides such as visual timetables, visual calendars, countdowns, BSL and Makaton posters were in place.

Improving care quality in response to complaints or concerns

- Complaints were listened to, taken seriously and dealt with appropriately.
- Young people knew who to speak with if they had any concerns. When asked who they would speak with if they had any concerns or were upset, one young person told us, "I would speak to the staff. They are great with me."
- We reviewed one complaint and saw this had been dealt with professionally and appropriately. The manager told us all complaints were taken seriously and lessons learned to improve their service.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility

- The service planned and delivered effective, safe and appropriate person centred care.
- The service followed all current and relevant legislation along with best practice guidelines. This was to ensure the diverse needs of everyone who used their service were met.
- The services systems ensured young people received person-centred care which met their needs and reflected their preferences.
- The service was well-organised and there was a clear staffing structure. The relatives of young people supported by the service spoke positively about how the service was managed. One person said, "Excellent manager. If there's any issues I contact him immediately and its dealt with."
- Policies and procedures provided guidance around the duty of candour responsibility if something was to go wrong.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager understood legal obligations, including conditions of CQC registration and those of other organisations.
- We found the service had clear lines of responsibility and accountability.
- The registered manager, deputy manager and staff team were experienced, knowledgeable and familiar with the needs of the people they supported.
- Discussion with the staff on duty confirmed they were clear about their role and between them and management provided a well run and consistent service.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service provided an open culture and encouraged young people to influence how the college was run.
- Young people were invited to attend management and staff meetings to provide their input and discuss how to improve the running of the college. This ensured the service involved everybody who had a stake at the college to be involved in developing the service.
- Young people and relatives were encouraged to comment on care plans and feedback to the management team through regular review meetings. Young people also told us they could simply speak with staff if there was anything they wished to discuss or change.
- Staff spoke positively about the support they received from the management team. They told us senior

staff were approachable and available for advice and support.

Continuous learning and improving care

- Systems were in place to ensure the quality of service was regularly assessed and monitored.
- The service had a wide range of effective audits such as medication, care records, the environment and infection control. We saw evidence the service had acted upon any findings from the audits. This demonstrated improvements were made to continue the college to develop and provide a good service for young people staying at college.
- Young people had regular meetings to voice their opinions on how the college was run and what could improve from a student point of view. One young person told us the registered manager and senior staff were approachable and willing to listen and act upon suggestions that would improve the college from a student point of view.

Working in partnership with others

- The service worked in partnership with other organisations to make sure they followed current practice, providing a quality service and the people in their care were safe. These included healthcare professionals such as G.P's, nurses, occupational therapists, speech and language therapists and dietitians. This ensured a multi-disciplinary approach had been taken to support care provision for people in their care.