

S L Crabtree

Park View

Inspection report

8 North Park Road
Heaton
Bradford
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Tel: 01274544638

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14 June 2017

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11 July 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 October 2015. At that time the service was given a quality rating of 'good' 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

Park View provides accommodation for up to 23 people who require help with personal care. Bedrooms are located on two floors with access via a passenger lift. The home overlooks Lister Park in the Heaton area of Bradford. It is close to local amenities and a bus route. Level access is available to the rear of the property and there is a small car park.

At the time of the focused inspection on 14 June 2017 there were 17 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 Park View and we found staff mostly understood how to keep people safe from harm, but needed some more training in this area. 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?

Good ●

At the last inspection the service was assessed as being safe and this has not changed following our review of safeguarding.

Staff mostly understood how to keep people safe from harm and from any financial abuse. However, felt staff would benefit from further training.

Is the service effective?

Good ●

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.

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

Park View

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 Park View 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 two people who used the service, 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 Park View . One person said, "Yes I feel safe, I like it, it's nice living here."

We saw there were safeguarding policies and procedures in place and information was also on display. We spoke with two 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. Both of them were able to identify different types of abuse, but did not automatically identify incidents between people who used the service may need to be referred to the Adult Protection Unit.. We discussed this with the registered manager as we felt staff would benefit from more training in this area. 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 for some people who used the service and a post office debit card for one person. We saw people had given their consent for this. There were no financial care plans in place, however, the registered manager agreed they would put these in place to show what support people required in this area. We saw detailed records were made of when the post office card was taken out of the safe and when it was returned. Records were maintained of any withdrawals from the post office 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. 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.

The registered manager had copies of any Lasting Power of Attorney (LPA) orders which were in place. A LPA is a legal document that allows someone to make decisions for you, or act on your behalf, if you're no longer able to or if you no longer want to make your own decisions. LPA's can be put in place for property and finance or health and care. This meant they had checked individual's had the legal rights to make specific decisions on their relatives behalf.