

Banya Family Placement Agency Limited

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Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Banya Family Placement Agency Ltd is also known as Banya Shared Lives Scheme. The service is a shared lives scheme which provides people with long-term placements, short breaks and respite care, within shared lives carers (SLC) own homes.

People's experience of using this service and what we found

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support

People were happy with the care and support they received from the service and from the carers and their families they lived with. People were supported safely with medicines. All medicines records were completed accurately and were reviewed on a regular basis to ensure people had their medicines as expected. People were involved in their care and support assessments and were asked for their views of the service and they gave their opinions freely. Discussions about people's care and support were recorded and given to people in a way that they could understand. Staff supported people to actively maintain their own health and wellbeing and to access health prevention services when this was required. The registered manager understood current infection prevention and control practices to ensure people were kept safe and risks from infection reduced.

Right Care

The registered manager ensured there were enough suitably skilled and experienced carers to support people and to meet their individual needs. Carers understood what abuse was and followed the provider's safeguarding guidance. They completed training to help them protect people from potential harm and to report any concerns they had about people's safety. Staff promoted equality and diversity in their support for people and carers understood and respected people's cultural needs.

Right culture

The registered manager created an environment and culture that was transparent and open to new ways of working. The service was reviewed and monitored routinely and there were ongoing improvements to the service delivery and care people received. People received good quality care and support from carers who were consistently supported by the office-based staff and the registered manager. The provider arranged for people, carers and staff to provide feedback about the service. The service provided information in an accessible format so people could understand the information they were given and respond to it. The service maintained relationships with external organisations who were able to give advice about people's

care and support needs. Staff were aware of best practice guidance for supporting people with a learning disability and/or autistic people.

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

Rating at last inspection

The last rating for this service was requires improvement (published 3 May 2019) and there was a breach of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an announced comprehensive inspection of this service on 11 February 2019. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve safe care and treatment.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Banya Family Placement Agency Ltd on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 ●

The service was safe
Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led
Details are in our well-led findings below.

Banya Family Placement Agency Ltd

Detailed findings

Background to this inspection

The inspection

We carried out this performance review and assessment under Section 46 of the Health and Social Care Act 2008 (the Act). We checked whether the provider was meeting the legal requirements of the regulations associated with the Act and looked at the quality of the service to provide a rating.

Unlike our standard approach to assessing performance, we did not physically visit the office of the location. This is a new approach we have introduced to reviewing and assessing performance of some care at home providers. Instead of visiting the office location we use technology such as electronic file sharing and video or phone calls to engage with people using the service and staff.

Inspection team

One inspector and an Expert by Experience carried out this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Banya Family Placement Agency Ltd is a shared lives scheme, they recruit, train and support self-employed shared lives carers (SLC) who offer accommodation and support arrangements for vulnerable adults within their own family homes in the community.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was announced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager. We also spoke with five shared life family carers. We reviewed a range of records. This included three people's care records. A variety of records relating to the management of the service, including policies and quality of the service were reviewed.

This performance review and assessment was carried out without a visit to the location's office. We used technology such as video calls to enable us to engage with people using the service and staff, and electronic file sharing to enable us to review documentation. Inspection activity started on 30 August 2022 and ended on 8 September 2022.

Is the service safe?

Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Using medicines safely

At our last inspection the provider had failed to robustly manage medicines safely, because medicine administration records were not always accurate or audited for errors. This was a breach of regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- People were supported by carers to have their medicines as prescribed to meet their needs. The provider had improved their systems for carers to safely manage people's medicines.
- The registered manager implemented a management system that recorded medicines administration. At the last inspection we found that medicines administration records (MARs) were not accurate and often contained gaps in them which meant the registered manager could not be assured people had their medicines as prescribed. At this inspection, we found each MAR was accurately completed and did not contain any gaps.
- The registered manager had understood and supported carers to follow best practice described in the NICE guidance [NG67], Managing medicines for adults receiving social care in the community.
- Carers were trained and assessed to be safe and competent to support people with their medicines. A carer said, "[I am] absolutely well trained with medicines."
- The registered manager collected and audited each MAR to identify and manage any concerns with administration and to also ensure MARs were accurate and did not contain any errors. A carer told us they 'Submit monthly MAR sheets.' The registered manager was able to check medicines records were completed and accurate.

Systems and processes to safeguard people from the risk of abuse

- The provider understood their responsibility to protect people from the risk of potential abuse.
- The service had a safeguarding policy and processes in place to guide staff and carers to keep people safe from harm. Carers completed safeguarding children and adults training. The training provided them with enough information to identify abuse and take action to reduce the risks of harm.
- The registered manager followed the provider's safeguarding processes to investigate any allegations of abuse. There were processes in place to share an allegation of abuse and the outcome of the investigation with the local authority safeguarding teams and the CQC.

Assessing risk, safety monitoring and management

- People had their care needs assessed and had received sufficient information about the support they would receive before using the service. Carers told us, "When [person] arrived all risk assessments were fully done to match us." Another carer said they, "Felt that service users' needs were fully considered."
- People had an assessment to identify risks to their health and well-being. A management plan was developed with clear guidance for staff and carers to help manage the known risks.
- Carers told us that the service was safe and they were supported to mitigate risks to keep people safe. Comments we received were, "Advice and support is always available from [staff]," "Consistent support, [by] telephone, personal visits, and advocacy with social services" and "Any support I need is 100 per cent given."
- Assessments identified risks related to people's mobility and health needs as well as money management and road safety. The shared lives carers' home was assessed for hazards and risks to people to ensure the environment was safe.

Staffing and recruitment

- The registered manager had systems in place to ensure there were enough shared lives carers to meet people's specific needs.
- The provider had robust recruitment processes in place, so experienced shared lives carers were employed to provide appropriate and safe care and support to people.
- Pre-employment checks took place to ensure staff were suitable to be employed. The checks included the right to work in the UK and job references and a check from the Disclosure and Barring Service. Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Preventing and controlling infection

- The infection control and prevention systems were robust to manage the risks of infection.
- The registered manager, people and staff had access to personal protective equipment (PPE) to help them to prevent and manage the spread of infection.
- Carers completed training in infection control and prevention, so they were able to identify and manage any risks of infection.

Learning lessons when things go wrong

- The registered manager actively identified learning opportunities for carers and staff when incidents occurred or when things went wrong.
- There was a process for recording any accidents and incidents and these were shared with the registered manager for investigation and to take any action as required. For example, a person displayed aggressive behaviour towards staff. The registered manager arranged a care review meeting with health and social care professionals for advice. It was established this new behaviour was in response to isolation during lockdown due to the COVID-19 pandemic. Strategies were developed and shared with staff and carers to support the person with their specific needs and support staff so everyone was safe.

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.

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People received a service that was person-centred and tailored to meet their individual needs and requirements. People said, "[Staff] remember birthdays and Christmas with gifts and presents," and "Particular care was taken to consider [person's] religious and cultural backgrounds. I had been supported to learn about [person's] history, culture and food and regularly cook it."
- People also accessed health services to help maintain their current health needs or to attend preventative health screening appointments.
- People were empowered giving them good outcomes to their health and well-being. The registered manager provided opportunities for people who wanted to go abroad on holiday or to spend time with their families. People had travelled to countries like Cyprus, Portugal, and Nigeria with their carers. The provider also provided support and advice with making travel arrangements to ensure people's specific needs were considered. One person travelled abroad to help them to maintain contact with those who mattered to them and to continue to remain part of their family. Another person who wanted to travel but was afraid of flying was supported to go on holiday to Spain by road. This person was able to travel in a way they preferred and to visit the places they enjoyed.
- The registered manager supported people to maintain their relationships with and between people who used the service and their carers. Online social events were organised, which included cooking, baking and quiz sessions for people using the service, to keep in contact with them when home visits were reduced during the height of the COVID-19 pandemic.
- Carers understood and responded to people's individual needs with support from office based staff. Carers told us office staff visited people regularly to complete care reviews and spoke with people with respect. Care plans were written in an accessible format so people were able to understand them. One carer told us, "Banya always listen to him and encourages him to be as independent as possible."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager understood their responsibilities in relation to duty of candour.
- The registered manager told us that they operated in an open and transparent way and knew they had a legal responsibility to share information with the local authority and the CQC when things go wrong.

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

- The registered manager had a clear understanding of their responsibility to deliver clear leadership of the service.
- Care staff understood their roles to ensure people received a care service that was of good quality and that met people's needs.
- The management systems were monitored and reviewed which provided a clear overall insight into the quality of care and service delivery. Regular checks and audits of the service took place. These included infection control, medicines records and care records to ensure the records were accurate and people received the care and support they needed.
- The registered manager understood their legal responsibilities to inform the Care Quality Commission of incidents and events that occurred at the service in a timely way.

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

- The registered manager took action to gather feedback from people about the care and support they received. There were systems in place for people to give their feedback about the quality of the service using an accessible format people could understand. Feedback was received through surveys of the service and during home visits. The feedback from the annual report showed people were happy living with their shared lives family and the support they received.
- Meetings took place with people, carers and staff to share information with them about any changes that occurred in the service. Meetings were held online so people and or carers could contribute and share their ideas together.
- The registered manager ensure carers and people were supported outside planned meetings. There was an online support group and virtual coffee mornings each month to enable people to have informal chats and get together to socialise.

Continuous learning and improving care

- The registered manager had a commitment to continuous learning and improvement at the service.
- The registered manager routinely monitored the quality of care provided to ensure this met the provider's standards. A business action plan was developed and used to improve the service.
- The registered manager kept updated with best practice and new guidance to ensure the service met good standards. Carers confirmed they received regular training and information about changes with government guidance to ensure they were updated.

Working in partnership with others

- Staff worked closely with colleagues from health and social care services so people could have access to consistent care and advice when required. Staff were aware of and working to best practice guidance for supporting people with a learning disability and autistic people.
- Records showed that staff frequently contacted health and social care professionals and the Shared Lives Plus charity for professional support and advice for people when their needs had changed.