

Mr & Mrs R A Haworth

# Layton Lodge Residential Care Home for the Elderly

## Inspection report

1 Bispham Road  
Layton  
Blackpool  
Lancashire  
FY3 7HQ  
Tel: 01253 393821  
Website: None

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## Ratings

### Overall rating for this service

Requires improvement



### Is the service safe?

Requires improvement



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 04 February 2015. At which a breach of legal requirements were found. This was because effective recruitment procedures were not in place to ensure the person was suitable for their role. Reference and criminal record checks were not always in place prior to staff employment. Induction processes were limited and, where applicable, staff probationary risk assessments were not in place.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 09 November 2015 to check they had followed their plan and to confirm they now met legal requirements.

This report only covers our findings in relation to the latest inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Layton Lodge Residential Care Home for the Elderly' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Layton Lodge provides care and support for a maximum of 18 older people. At the time of our inspection, there were 14 people who lived at the home. Layton Lodge is situated in a residential area of Blackpool. Most bedrooms are en-suite with communal bathroom and toilet facilities available. In addition, there are two communal lounges and a dining room. A passenger lift offers ease of access for wheelchair users between floors.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered

# Summary of findings

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.

During this inspection, we found the registered manager and provider had taken action to improve people's safety. They were improving systems related to how they recruited staff to ensure people were protected against unsuitable employees.

Staff files we reviewed contained required assessments of the employee's work history and background. This included Disclosure and Barring Service checks, references and review of any gaps in employment.

Newly recruited staff had received an induction, which included a range of training to assist them in their role. The registered manager assured us they were continuing to improve their policy and risk assessment processes to recruit staff safely.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

We found action had been taken to improve people's safety

The registered manager had updated the recruitment policy and introduced risk assessments to protect people from unsuitable staff. They intended to continue to improve these processes.

Staff had completed an induction, which included a range of training.

The registered manager had undertaken checks of potential employees prior to recruiting them.

**Requires improvement**



# Layton Lodge Residential Care Home for the Elderly

## 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. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection team consisted of one adult social care inspector.

Prior to our unannounced inspection on 09 November 2015, we reviewed the information we held about Layton Lodge. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people who lived at the home. We checked

safeguarding alerts and comments and concerns received about the home. At the time of our inspection there were no safeguarding concerns being investigated by the Local Authority in relation to people's safety at Layton lodge.

We spoke with a range of people about the home. They included the provider, registered manager and one staff member. We also spoke with Healthwatch Blackpool and the commissioning department at the local authority. We did this to gain an overview of what people experienced whilst living at the home. They told us they had no ongoing concerns at the time of our inspection.

We also spent time observing staff interactions with people who lived at the home and looked at records. We checked documents in relation to three staff files. We reviewed records related to the recruitment of staff.

# Is the service safe?

## Our findings

At our comprehensive inspection of Layton Lodge on 04 February 2015, we found the management team had not always followed the policy in place and there were inconsistencies with how staff were recruited. For example, the registered manager had not obtained references and criminal record checks for all staff prior to their employment. Induction processes were limited and there were no further records of outcomes or identified training issues. Additionally, we found the management team had not completed, where applicable, staff probationary risk assessments.

This was in breach of regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed. This was because the registered manager had not protected people against the risks of unsafe recruitment.

At our focused inspection on 09 November 2015, we found the provider had followed the action plan they had written and were meeting the requirements of the regulation. The registered manager was improving systems related to how they recruited staff to ensure people were protected against unsuitable employees.

We discussed the changes made with the provider and registered manager. They told us only one person had been employed since our comprehensive inspection in February 2015. The registered manager said all procedures related to recruitment had been developed. These included the service policy, induction processes and required checks associated with the safe employment of staff.

We reviewed three staff files to assess how the employees were recruited. Application forms and interview records were in place, which included a check of gaps in employment. Additionally, records we looked at contained references from previous employers. This meant the registered manager had fully scrutinised the employment history and background of personnel prior to recruiting them. We further noted Disclosure and Barring Service (DBS) checks had been completed. These were in place prior to staff commencing in post to ensure people were protected from the employment of unsuitable staff. The registered manager told us she had obtained a DBS check for a college student on placement at Layton Lodge. They said, "Obviously I obtained this before starting them so that I knew she would be safe to work with the residents."

The newly recruited staff member had completed an induction. This included training to cover, for example, personal care, movement and handling infection control and communication. The registered manager had introduced risk assessments to protect people from potential harm and abuse. These related to the risk of unsafe recruitment procedures.

We looked at the policy the registered manager had updated. We noted procedures referred to the Criminal Records Bureau, which no longer exists and should have stated the DBS instead. Furthermore, the protocol did not cover the management of new staff risk assessments introduced by the management team. We discussed this with the registered manager and provider who assured us they would continue to develop all recruitment processes.