

## Burlington Care Limited

# The Limes

### Inspection report

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## Ratings

Is the service safe?

Requires Improvement



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 4 December 2014. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach in respect of poor recruitment and selection practices.

We undertook this focused inspection to check that they had followed their plan and to check that they now met legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Limes on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

The Limes is a care home for older people that is located in Driffield, a market town in the East Riding of Yorkshire. It can accommodate up to 85 older people, including those with a dementia related condition. It has a separate dementia unit for people who are living with dementia. The home is close to local amenities and transport routes.

The registered provider is required to have a registered manager in post and on the day of the inspection there was a manager registered with the Care Quality Commission (CQC); they had been registered since 21 October 2013. 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.

At the inspection on 9 June 2015 we found that the registered manager had carried out the improvements that were recorded in their action plan. There were robust recruitment and selection policies and procedures in place at the home and these had been followed each time a new member of staff had been employed.

# 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?**

The service is safe.

At this inspection we saw that new staff had been recruited following robust policies and procedures.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

**Requires Improvement**



# The Limes

## 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 and to look at the overall quality of the service.

We undertook an unannounced focused inspection of The Limes on 9 June 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our December 2014 inspection had been made. We inspected the service against one of the five questions we ask about services: Is the service safe? Is the service effective? Is the service caring? Is the service

responsive to people's needs? Is the service well-led? This is because the service was not meeting some legal requirements. At this inspection we checked Is the service safe?

The inspection was carried out by an Adult Social Care (ASC) inspector.

We did not consult with people prior to this inspection as the purpose of the visit to the home was to check they had made the improvements recorded in their action plan; this was submitted to the Care Quality Commission following the previous inspection.

On the day of the inspection we spoke with the registered manager, the registered provider and the home's administrator, and observed day to day life for people who lived at the home. We checked the recruitment records for four new members of staff.

# Is the service safe?

## Our findings

At the last inspection of the service on 4 December 2014 we checked the arrangements in place for the recruitment and selection of staff and found that staff had started to work before all safety checks were in place. We saw that a Disclosure and Barring Service (DBS) check had not been obtained for one new employee prior to them commencing work at the home. In addition to this, we saw that DBS disclosures for two people contained information that needed to be explored by the registered manager but this had not been carried out. Audits of staff recruitment records that had been undertaken by the registered manager in November 2014 and December 2014 had identified that two staff had commenced work at the home before two written references had been received to confirm their suitability for the role they had applied for.

This was a breach of Regulation 21 of the Health and Social Care Act (Regulated Activities) Regulations 2010, now Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At the inspection on 9 June 2015 we checked the recruitment records for four new members of staff. We saw that application forms had been completed, references had

been obtained and checks had been made with the Disclosure and Barring Service (DBS). Documents to confirm a person's identity had been retained. These measures ensured that people who used the service were not exposed to staff who were barred from working with vulnerable adults.

Application forms recorded a person's employment history (including the name of the most recent employer), any relevant training already completed, the names of two employment referees and a declaration to record whether or not they had a criminal conviction. This meant that the registered persons had been supplied with appropriate information to assist them in making a decision about offering the person employment.

Questions asked at the interview and responses from interviewees had been recorded for future reference, and medical questionnaires had been completed by applicants to check that they were physically and emotionally able to carry out the role for which they had applied.

The registered provider had introduced a new three day induction programme that all staff completed prior to commencing work at the home. We saw information in staff records to confirm that they had completed this training.