

Banya Family Placement Agency Limited

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Inspection summary

CQC carried out an inspection of this care service on 11 February 2019. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

About the service:

Banya Family Placement Agency Ltd is also known as Banya Shared Lives Scheme. The service provides support to young people and adults who are living with a learning disability and have mental health needs. The service also recruits adult placement carers who offer care and support in their own homes. At the time of this inspection, nine people were using the service.

People's experience of using this service:

- People had their medicines as prescribed, however the medicine administration records contained gaps and were not audited for accuracy and completeness.
- Staff ensured people were protected from the risk of harm and abuse. Staff and carers understood the types of abuse and developed their knowledge through safeguarding training.
- Risks to people's wellbeing were identified and assessed, a detailed management plan was put in place to mitigate them.
- The recruitment of staff and carers was robust. Only staff and carers assessed as suitable to support people were employed and recruited and only after checks were returned.
- People were supported to have maximum choice and control of their lives and office based staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.
- People and their carers were complimentary about the staff and in the leadership of the service.

All commented that staff were kind, caring, compassionate and thoughtful in their approach with them.

- People had assessments of their care and support needs. Assessments captured the views and opinions of people's and their carers. People discussed their likes and dislikes, and these were recorded on their records and used to develop their individual care and support.
- People were supported by their carers and office based staff to continue to be involved in activities that met their cultural needs. Office based staff and carers supported people to explore their gender and sexual identities.
- People and their carers were involved in and contributed to care planning and in the review of their care.
- People received consistent care and support from staff. The registered manager reviewed and monitored the service to ensure it was of a good standard and implemented strategies to improve the quality of the service.

Rating at last inspection: At the previous inspection on 29 June 2016 we rated the service Good. (Report published 12 August 2016)

Why we inspected: This planned inspection was carried out on 11 February 2019 based on the previous rating. At this inspection we found some areas had maintained a Good rating. However, Safe and Well Led had deteriorated to Requires Improvement. This was because there were no processes in place to review medicine administration records for accuracy and no audits of medicines taking place.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, we may inspect sooner.

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

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161