

PJL Healthcare Limited

# Mayfield Adult Services

## Inspection summary

CQC carried out an inspection of this care service on 28 October 2016. This is a summary of what we found.

|                                 |        |
|---------------------------------|--------|
| Overall rating for this service | Good ● |
| Is the service safe?            | Good ● |
| Is the service effective?       | Good ● |
| Is the service caring?          | Good ● |
| Is the service responsive?      | Good ● |
| Is the service well-led?        | Good ● |

Mayfield Adult Services provides personal care, support and accommodation to up to four people with a learning disability and personal care to people who live in the community. This unannounced inspection took place on 28 October 2016. At the time of the inspection four people were living at the service and four people received support in the community.

We last inspected Mayfield Adult Services in June 2014. The service met all the regulations we checked at that time.

The service had a registered manager. 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.

During this inspection, we found the service was exceptionally well led and was very responsive to individual people's needs, wishes and preferences. All people, relatives, healthcare professionals and staff we spoke with were highly positive about Mayfield Adult Services and its management and staff. The registered manager encouraged people to aspire and achieve their goals.

Staff involved people in designing their care plans. Care plans were personalised. Staff looked at people's progress towards meeting their goals at regular key working meetings. People and their

relatives said the quality of care at the service had significantly improved people's health and well-being. Staff supported people through positive behavioural support which contributed to them experiencing fewer incidents of behaviour which challenged the service.

People accessed healthcare services, specialist advice and treatment when needed and had regular reviews of their health. There was very good communication between the service and health care providers in monitoring and responding to people's health conditions. This led to fewer avoidable hospital admissions and an improvement in people's health.

People were safe at the service. Staff understood their responsibility and followed safeguarding procedures to report any concerns to protect people from harm. Staff felt confident to raise any concerns and felt that they would be dealt with promptly.

Risk assessments were centred on the needs of the individual. People and their relatives worked in collaboration with staff and healthcare professionals to identify and assess risks to people's health and safety. Staff managed risks to people appropriately without restricting their freedom.

Staff were competent to manage and administer people's medicines safely. Medicines were stored, recorded and disposed of safely and accurately.

The service empowered and gave people choice about their care. People received appropriate support to make decisions about their care in line with the requirements of the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards.

People took part in activities they enjoyed and received support to pursue their goals. People were supported to develop their daily living skills and to live an active life. There were positive and friendly interactions between staff and people. People were treated with dignity and respect.

People had sufficient food to eat and drink. Staff encouraged people to eat healthily and helped them plan and prepare meals. People received specialist advice about nutrition from healthcare professionals and staff supported them to follow the guidance.

The registered manager encouraged learning for people, their relatives and staff about health conditions which enabled them to respond effectively to people's needs. Staff received relevant and specialist training on the care of people with autism and attended refresher courses when due.

Staff received regular supervision and appraisal to monitor their performance and professional development. The registered manager was available to people and their relatives. The provider safely recruited staff. People were involved in recruiting and induction of staff.

There was an open and person centred culture at the service that ensured effective communication. People, their relatives and staff felt able to discuss ideas and appropriately challenge the service to improve the quality of care. The registered manager sought people and their relative's views and used their feedback to improve care.

The provider and registered manager carried out regular audits on all aspects of care. There was effective follow up action when necessary to ensure improvements were made.

People and their relatives understood how to raise a complaint and any issues were investigated fully and resolved. Staff followed the procedure on incident and accident reporting.

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