

First Choice Care Services Ltd

63 Eton Avenue

## Inspection report

63 Eton Avenue  
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## Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

# Summary of findings

## Overall summary

We carried out a comprehensive inspection at 63 Eton Avenue on 3 March 2016 at which a breach of legal requirements was found. This was because the provider had not ensured that people had assessments in relation to their capacity to make decisions and had not submitted applications to a commissioning local authority requesting Deprivation of Liberty Safeguarding (DoLS) application for people who lived at the home. DoLS is part of the Mental Capacity Act (MCA) 2005 and requires that authorisations are applied for in relation to people who are under continuous supervision and are unsafe to leave the home unaccompanied where they do not have capacity to make safe choices about their care and support. After this inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to this breach.

On 14 March 2017 we undertook a focused inspection to check that the provider had taken action in order to meet legal requirements.

This report only covers our findings in relation to the effective topic area. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 63 Eton Avenue on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our last inspection of 3 March 2016 we rated the service good in the four topic areas safe, caring, responsive and well-led, and good as the overall rating. The service was rated requires improvement in the effective topic area.

63 Eton Avenue is a care home registered for three people with a learning disability situated in North Wembley. At the time of our inspection there were three people living at the home. The people who used the service had significant support needs because of their learning disabilities.

The service has a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements of the Health and Social Care Act and associated Regulations about how the service is run.

At our focused inspection on 14 March 2017, we found that the provider had taken action to ensure that legal requirements were met. We found that applications for DoLS authorisations had been made for people who lived at the home. Care documents included information about people's capacity to make decisions.

Training for staff members was up to date. We saw that staff members had received training on the Mental Capacity Act 2005 and DoLS.

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

We always ask the following five questions of services.

### Is the service effective?

Good ●

The service was effective. The home was meeting the requirements of the Mental Capacity Act (MCA). Applications had been made for Deprivation of Liberty Safeguards (DoLS) authorisations for people who lived at the home.

Assessments of capacity to make decisions had been made for people.

Training for staff members was up to date. Staff members had received training in relation to MCA and DoLS.

# 63 Eton Avenue

## **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 checked 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.

Our inspection of 63 Eton Avenue took place on 14 March 2017 and was unannounced. This inspection was carried out by one inspector. At the time of our inspection there were three people living at the home.

Before our inspection we reviewed information that we held about the service. This included reports and notifications that had been provided by the service and the local authority.

During our inspection we spoke with the registered manager and a support worker. We were unable to speak with people who used the service as they had significant communication impairments associated with their learning disabilities. We looked at care documents for two people, training records for three staff members and other information maintained by the home.

# Is the service effective?

## Our findings

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty so that they can receive care and treatment when this is in their best interests and legally authorised under the MCA. The authorisation procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

At our inspection of 3 March 2016 we found that the home had not made an application for DoLS authorisations for people who had been assessed as being unable to make safe decisions, and who were required to be closely supervised and unable to leave the home unaccompanied. In addition, care documents for people did not show that assessments of capacity to make decisions had taken place.

This was a breach of Regulation 11 of The Health and Social Care Act 2008 (Regulated Activities) 2014.

At this inspection we found that applications for DoLS authorisations for people who lived at the home had been made. We saw that authorisations had been received for two people. However, the registered manager told us that the home was awaiting a formal DoLS authorisation for a person who had recently come to live there. We saw that a process had been put in place to ensure that further applications were made prior to the end date of existing authorisations.

We looked at the care plans for two people living at the home. We saw that assessments in relation to their capacity to make decisions had been made.

The home had an up to date policy and procedure in respect of the MCA and DoLS. The records that we viewed showed that this had been followed.

During our inspection we looked at records relating to staff training. Staff members had received mandatory training for health and social care workers. Staff members had achieved, or were working towards, a qualification in health and social care. We saw that all staff members had received training in relation to MCA and DoLS.