

Heatherwood Nursing Home Ltd

# Lloyd Park Nursing Home

## Inspection report

84 Coombe Road  
Croydon  
Surrey  
CR0 5RA

Date of inspection visit:  
01 March 2017

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24 March 2017

### Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

# Summary of findings

## Overall summary

We carried out a focused inspection of Lloyd Park Nursing Home on 1 March 2017. The inspection was unannounced.

At our previous inspection in September 2015, we found a breach of legal requirements because the provider did not have appropriate arrangements in place to ensure care and treatment was provided to people with their consent. The provider sent us a report stating what they would do to meet legal requirements in relation to the breach.

Our inspection on 1 March 2017 was carried out to check the provider was now meeting the legal requirements. This report only covers our findings in relation to this topic. You can read the full report from our last comprehensive inspection, by selecting the 'All reports' link for Lloyd Park Nursing Home on the Care Quality Commission (CQC) website.

Lloyd Park Nursing Home is registered to provide nursing and personal care for up to 18 adults. At the time of our inspection there were 15 elderly adults living in the home.

The service had a registered manager. A registered manager is a person who has registered with the CQC to manage the service. Like registered providers, they are "registered persons". Registered persons have a legal responsibility for meeting the requirements of the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our inspection on 1 March 2017, we found the provider had made the required improvements and the legal requirements were met. The provider had appropriate arrangements in place to ensure people's consent was obtained before care and treatment was provided. People's capacity to make particular decisions was assessed and regularly reviewed. Staff respected people's decisions. Where people lacked the capacity to make decisions regarding their care and treatment, there were up to date records detailing how and why decisions had been made in their best interests.

## 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.

Staff had received training on the Mental Capacity Act 2005 and knew how it applied to people in their care.

People were supported to make their own decisions. When people lacked capacity to do so, an appropriate process was followed to ensure decisions were made in their best interests.

# Lloyd Park Nursing Home

## **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.

This inspection took place on 1 March 2017 and was unannounced. The inspection was conducted by a single inspector.

This inspection was completed to check that improvements to meet legal requirements, planned by the provider after our comprehensive inspection in September 2015 had been made. We inspected the service against one of the five questions we ask about services - is the service effective. This is because the service was not meeting the legal requirements in relation to this question.

Before the inspection on 1 March 2017, we reviewed all the information we held about the service. This included routine notifications sent by the provider about issues affecting people using the service, the provider's statement of purpose and the previous inspection report.

During the inspection we spoke to four people living in the home, two staff members, the registered manager and provider. We also looked at six people's care files

# Is the service effective?

## Our findings

The Mental Capacity Act (MCA) 2005 sets out what must be done to ensure the human rights of people who lack capacity to make decisions are protected. 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 to receive care and treatment when this is in their best interests and legally authorised under the MCA. The application procedures for this in care homes are called the Deprivation of Liberty Safeguards (DoLS). DoLS requires providers to submit applications to a "supervisory body" if they consider a person should be deprived of their liberty in order to get the care and treatment they need.

When we inspected Lloyd Park Nursing Home in September 2015, we found that staff had limited knowledge of how the provisions of the MCA and the associated codes of practice applied to people in their care. Best interest meetings were being held when they were not necessary and people were having decisions made on their behalf when they were capable of making decisions for themselves. The provider's records relating to best interest decisions were not always clear or complete.

At our inspection on 1 March, we checked whether the service was working within the principles of the MCA. There were policies and procedures in place in relation to the MCA and DoLS, to guide staff on how to protect people's rights. Staff had received training in the MCA and understood how it applied to people in their care.

People's capacity to make particular decisions was assessed and regularly reviewed. Staff supported people to make their own decisions as far as they were able to. When people lacked capacity to make certain decisions, staff kept clear records of decisions made in their best interest.

There were appropriate procedures in place to make DoLS applications which staff understood. Records confirmed appropriate applications had been made and authorisations received. Where applications had been made to the supervisory body for DoLS, staff kept records of the applications sent, authorisations returned to the service and details of when authorisations were due for review.