

# The Fremantle Trust Ickniel Court

## Inspection report

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### Ratings

#### Overall rating for this service

Good



#### Is the service effective?

Good



### Overall summary

We carried out an unannounced inspection of this service on 18 and 28 November 2014. A breach of legal requirements was found. This was because the home did not have suitable arrangements in place for obtaining, and acting in accordance with, the consent of service users or those persons who can lawfully give consent on their behalf.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to the breach.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

Ickniel Court is a 90 bedded care home without nursing, which provides support to older people and people with dementia.

The home had a registered manager in place. 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 our visit on 14 April 2015, we found the provider had followed their plan to make improvements at the home. Copies of legal documents had been obtained to verify that relatives or other persons had been given powers to make decisions on people's behalf, where they could not do this for themselves. This followed the principles of the Mental Capacity Act 2005, and helped ensure the right people were consulted and made decisions about people's care and treatment.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ickniel Court on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

# 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 effective?**

We found that action had been taken to improve the effectiveness of the service.

Where people lacked capacity to make decisions about their care and treatment, the service had ensured it obtained copies of legal documents to show who could make decisions on their behalf. This was in accordance with the Mental Capacity Act 2005.

This meant the provider was now meeting legal requirements.

**Good**



# Icknield Court

## 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.

We undertook an unannounced focused inspection of Icknield Court on 14 April 2015. This inspection was done to check that improvements had been made to meet legal requirements planned by the provider after our

comprehensive inspection on the 18 and 28 November 2014. The team 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 all of the legal requirements.

The inspection was undertaken by one inspector. Before our inspection, we reviewed the information we held about the service, including the provider's action plan, which set out the action they would take to meet legal requirements

During our inspection we spoke with the deputy manager and the home's administrator. We looked at three people's care plans and copies of other documents relating to 20 people.

# Is the service effective?

## Our findings

During our comprehensive inspection of Icknield Court on 18 and 28 November 2014, we found the home did not have suitable arrangements in place for obtaining, and acting in accordance with, the consent of service users or those persons who can lawfully give consent on their behalf.

This was a breach of regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 11 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 14 April 2015, we found the provider had followed the action plan they had written to improve the service.

Information was recorded in people's care plans to show whether a relative or other person was appointed to act on

their behalf where they lacked capacity to make decisions. The home's administrator had written to relatives to request copies of legal documents which granted permission to act on people's behalf, so that there was a record held at the service. This information was also now being requested at the time of admission and during people's reviews of their care.

This meant the service was following the provisions of the Mental Capacity Act 2005, by involving the right people in making decisions about people's care and treatment.