

Assured Services Limited

Tudor House Nursing Home

Inspection report

4 Birdhurst Road
South Croydon
Surrey
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Tel: 02084103399

Date of inspection visit:
17 May 2016

Date of publication:
18 July 2016

Ratings

Overall rating for this service

Good 

Is the service effective?

Requires Improvement 

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service in December 2014. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Tudor House Nursing Home on our website at www.cqc.org.uk.

We found improvements had been made so that the service complied with the requirements of the Mental Capacity Act (MCA) 2005 and the Deprivation of Liberty Safeguards (DoLS). We saw that staff had received further training in the MCA and DoLS since our December 2014 inspection.

Where people no longer had the capacity to consent to aspects of their care, we found that the registered manager and staff worked in people's best interests. Assessments were completed to document the decision making process with involved family and medical professionals consulted as appropriate.

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 so that the service complied with the requirements of the Mental Capacity Act (MCA) 2005 and the Deprivation of Liberty Safeguards (DoLS).

We could not improve the rating for effective from 'Requires Improvement' because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Tudor House Nursing Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Tudor House Nursing Home on 17 May 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our December 2014 inspection had been made. 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 some legal requirements.

The inspection was carried out by one inspector. We spoke with the registered manager and one member of staff. We looked at records for the management of the service including two care plans, assessments and training records.

Is the service effective?

Our findings

At our last inspection in December 2014, we found that further work was required to make sure that the home consistently acted in accordance with the requirements of the Mental Capacity Act 2005. At this inspection, we found that improvements had been made to help ensure people's rights were 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 and hospitals are called the Deprivation of Liberty Safeguards (DoLS).

Since our last inspection, staff had received further training in the MCA and DoLS. Records we looked at confirmed this with the most recent course taking place in March 2016. The registered manager told us that this two part training was being delivered in partnership with the local authority care home support team. Training had previously taken place for staff through an external company in 2015 and we saw documentation confirming this.

Assessments of people's capacity to consent to certain decisions had been made when necessary. For example, one person received their medicines covertly and care records showed this decision had been made in line with the principles of the MCA. Involved medical professionals and family members had been consulted in helping to make this decision in the best interests of the person.

Care records documented where a person had a relative or representative with a Lasting Power of Attorney (LPA). A LPA gives someone the legal authority to make decisions on the person's behalf if they lack mental capacity.

Work was on-going to develop the care plans for people using the service. A plan for one person around having their medicines covertly documented how staff should support them and this process was then reviewed on a monthly basis.

We saw that applications had been made in accordance with the DoLS as required. The service was awaiting further contact from the local authority at the time of our visit.