

Ebenezer Residential Care Limited

# Ebenezer Residential Care Home

## Inspection report

152 Market Street  
East Ham  
London  
E6 2PU

Tel: 02084702535

Date of inspection visit:  
21 September 2016

Date of publication:  
13 October 2016

## Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 10 September 2015. We issued two requirement actions. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to them not sending us any statutory notifications for people authorised for Deprivation of Liberty Safeguards (DoLS) and quality assurance and monitoring systems not being in place.

We undertook this focused inspection on 22 September 2016 to check that they had followed their plan and to confirm that they now met the 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 Ebenezer Residential Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk). At this inspection we found improvements had been made.

Ebenezer Residential Care Home is a care home providing accommodation and support with personal care for people with mental health conditions. The home is registered for three people. At the time of the inspection they were providing personal care and support to three people.

There was a registered manager at the service at the time of our inspection. 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.

The Care Quality Commission (CQC) monitors the operation of the Deprivation of Liberty Safeguards (DoLS) which applies to care homes. The registered manager understood this legislation and had submitted DoLS applications for some people living at the home. Records showed that all staff had completed training on Deprivation of Liberty Safeguards (DoLS) and The Mental Capacity Act 2005 (MCA).

The service had various quality assurance and monitoring systems in place. The registered manager told us and we saw records of regular quality checks. These quality checks included inspecting the premises, medicines and people's finances. The registered manager completed regular audits of care records for people.

We will not change an overall rating if we carry out a focused inspection more than six months after the publication of the previous comprehensive inspection report. This is because we will not be able to make judgements about all aspects of the service at a reasonably similar time, which we must be able to do in order to award an overall rating.

## 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 notify CQC of any statutory notifications for people authorised for Deprivation of Liberty Safeguards (DoLS).

**Requires Improvement** ●

### Is the service well-led?

We found that action had been taken to improve quality assurance and monitoring systems. The quality check included inspecting the premises, medicines and people's finances. The registered manager completed regular audits of care records for people.

**Requires Improvement** ●

# Ebenezer Residential Care 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 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 announced focused inspection of Ebenezer Residential Care Home on 21 September 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 10 September 2015 inspection had been made. The team inspected the service against two of the five questions we ask about services: is the service effective and well-led? This is because the service was not meeting some legal requirements.

Before we visited the home we checked the information that we held about the service and the service provider. This included any notifications and safeguarding alerts.

The inspection team consisted of one inspector. We talked with the provider and the registered manager. We looked at one care file, a range of audits, training records and statutory notifications.

## Is the service effective?

### Our findings

During our previous inspection in September 2015, we found the provider had not sent us any statutory notifications for people authorised for Deprivation of Liberty Safeguards (DoLS). During this inspection we checked to determine whether the required improvements had been made. We found the service was now meeting the regulation.

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).

At this inspection, we saw that one person was subject to a DoLS authorisation. Records showed that appropriate assessments and referrals for DoLS had been made and where conditions were in place these were being followed. The service was notifying CQC as required. The registered manager and records confirmed that all staff had completed Deprivation of Liberty Safeguards (DoLS) and The Mental Capacity Act 2005 (MCA) training.

## Is the service well-led?

### Our findings

During our previous inspection in September 2015, we found that there were limited systems in place to monitor the quality of service provided to people at the service. The registered manager told us that there was no formal auditing process used which would cover areas such as care plans, staff training, medicines and people's finances. During this inspection we checked to determine whether the required improvements had been made. We found the service was now meeting the regulation.

The registered manager told us that various quality assurance and monitoring systems were in place. The registered manager told us and we saw records of regular quality checks. The quality check included inspecting the premises, medicines and people's finances. The registered manager completed regular audits of care records for people.

The registered manager and records showed the provider did a twice yearly care audit of the service. The audit looked at paperwork completed for people who used the service. This included risk assessments, support plans, and if people's care was being reviewed. The care audit also looked at recording of people's care which included activities, personal care and health. Areas of concern from audits were identified and acted upon so that changes could be made to improve the quality of care. For example, the audit had identified that one person's activities were not being recorded. Records showed this was actioned. This meant people could be confident the quality of the service was being assessed and monitored so that improvements could be made where required.

The quality of the service was also monitored through the use of annual surveys to people who used the service and staff. Surveys for people who used the service included questions about the home environment, meals, choices of daily living, being able to express their views and if the staff were caring. We viewed completed surveys which contained positive feedback. Overall all the surveys for people who used the service and staff was positive.