

## Findings of CQC visit to Brockworth House on 30 June – 2 July

What have CQC told us ?	What will we do ?
<p>People's care was not provided in a safe way. Risks to people were not fully assessed before peoples care was delivered. This was in relation to the safe moving and handling of people</p>	<p>An experienced occupational therapist who is also a moving and handling trainer will work with the in-house trainer to refresh moving and handling training for care staff.</p> <p>Moving and handling risk assessments and care plans will be reviewed by the registered nurse to ensure that they accurately reflect the needs of the resident.</p> <p>Regular spot check observations will be made by the Home Manager and moving and handling trainer of staff moving and handling practices; and any problems highlighted will be discussed, coached and managed if necessary through the organisations employment policies.</p> <p>Staff will be reminded at their I-I and staff meetings of the need to read support plans to ensure they deliver the care as described.</p> <p>Dependency of residents and staff levels will be reviewed a minimum of quarterly or when there is a marked change in a residents condition.</p>
<p>People did not receive person centred care. They did not always receive care that was appropriate to their needs.</p>	<p>Staff will receive refresher support plan training.</p> <p>Staff will be reminded at their I-I and staff meetings of the need to read support plans to ensure they deliver the care as described.</p> <p>Staff will be questioned regarding each resident's needs, to ensure that the support plans accurately reflect the resident's needs and to assess staff knowledge of each individual resident.</p>

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	<p>Experiential learning will be undertaken with care staff. This will involve putting themselves in the persons shoes by using various exercises, reflecting on and discussing how different approached made them feel/may make the person with dementia feel and act.</p> <p>The organisation will continue to deliver its validated dementia course in collaboration with Bradford University dementia research group for all staff.</p>
<p>People were not treated with dignity and respect at all times. They were not always treated in a caring and compassionate way. Communication with people was not always respectful.</p>	<p>Care staff will undertake training/experiential learning on effective and respectful communication.</p> <p>Regular spot check observations will be made by the Manager and Deputy Services Manager to identify/highlight/coach/discuss any problems and manage via the organisation's employment policies if required.</p> <p>Values training will be delivered to all care staff. Through experiential learning staff understanding and competency will be assessed Head Office Training Team.</p> <p>Team building sessions will be conducted with care and ancillary staff</p>
<p>Care records were not always accurate and up to date. This applied to care plans, behaviour management plans and risk assessments.</p>	<p>Registered nurses will be reminded of their record keeping responsibility under the Nursing and Midwifery Council's code of conduct and MHA record keeping policies.</p> <p>The Home Manager and Deputy Service Manager will audit support plans to ensure that they reflect the current care and support needs of the resident.</p>