

## Findings of CQC visit to Fitzwarren House on 15 January 2014

What have CQC told us ?	What will we do ?
<p>Care records examined were found not to be well organised or up to date in terms of risk assessment and the reviewing of plans. Information was not easy to access.</p> <p>The provider had failed to ensure there were suitable arrangements in place for recording accurate records of the care, treatment and support provided to each service user.</p> <p>Review of the files indicated that not everyone has been through a capacity assessment to ensure that their rights were protected.</p>	<p>Review and update care records to include risk assessments and supporting documents such as food and fluid charts where appropriate.</p> <p>Send invitations to relatives to participate in care reviews should they wish and if appropriate.</p> <p>Mental Capacity Act training has been delivered to staff. This has increased awareness within the home in relation to capacity and capacity assessments.</p> <p>We have introduced updated Mental Capacity assessments and Best Interests decision tools. These are being implemented within the home where service users needs indicate they are required.</p>