

Findings of CSSIW visit 24th August 2015

What have CSSIW told us ?	What have we said we will do ?
<p>Quality of Care and Support</p> <p>The registered persons must take immediate action to ensure that there are sufficient numbers of suitability, qualified, competent, skilled and experienced persons working at the home to meet the residents' health and welfare needs.</p> <p>All reasonable steps should be taken by the management to ensure the atmosphere of the home is cheerful and homely and that staff morale is positive for the wellbeing of residents.</p>	<p>Ensuring Quality of Care and Support</p> <p>We have support from the MHA recruitment team for an ongoing recruitment drive. We have additional, ongoing support from care staff from other MHA homes.</p> <p>Where it is necessary to call in agency staff, we are making block bookings. This means we have as much continuity and familiarity as possible amongst our staff for the benefit of residents.</p> <p>We have enhanced the handover information for new staff and agency workers to improve communication and understanding of residents' needs.</p> <p>We continue with our robust induction for new staff, with individuals receiving an allocated 'buddy' and mentor.</p> <p>Staff forums have been conducted and weekly meetings are held with nominated care reps (in conjunction with nurses' clinical meetings) where staff can discuss ideas and current topics.</p> <p>We continue to hold meetings among all departments and staff 1:1s .</p> <p>We are holding themed days to create fun for staff and residents at the home.</p> <p>We continue to ensure everything we do results in fulfilled person-centred care for each resident.</p>

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	<p>We have reviewed our systems and processes, including handover procedures.</p> <p>We continue to support and recruit volunteers to support the work of our staff and activities for our residents</p> <p>Since the inspection, we have already recruited an additional 126.5 hours per week of staff time.</p>
<p>Quality of Leadership and Management</p> <p>The persons nominated by the registered provider to carry quality assurance visits to the home must evidence in the reports produced that they have consulted with residents, their family members and staff working at the home in order to form an opinion of the standard of care provided. They must also provide evidence that the premises have been inspected and that they have viewed the home's record of complaints.</p> <p>Information relating to the protection of vulnerable adults should be</p>	<p>Ensuring Quality of Leadership and Management</p> <p>A senior Leadership Team member is devising feedback relating to this requirement.</p> <p>Leaflets to inform people about how to raise safeguarding alerts are now readily available in the home.</p> <p>The local safeguarding team's contact number is available on the board in reception.</p>

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<p>easily accessible to staff and clearly outlined in the home's Safeguarding Policy</p>	
<p>Quality of Environment</p> <p>Care should be taken to ensure that all personal and confidential information relating to residents is stored securely at all times</p>	<p>Ensuring and Maintaining a Quality Environment</p> <p>Nursing staff have been reminded to be more vigilant in maintaining these procedures.</p> <p>The Home Manager and Deputy Manager to continue to monitor this area and staff compliance within it.</p>