LAURISTON

FINDINGS OF CQC VISIT

29th and 30th June 2015

MHA
bringing quality to later life

Introduction

Each time the Care Quality Commission inspects a care home, it issues an inspection report. This gives feedback on what inspectors found and what recommendations they make to the people who manage the home. From this, the providers need to produce an action plan, which needs to be agreed with the CQC.

At MHA, we took the decision to make a summary of our action plan public for all inspection reports as we want to be open and honest with our residents and their families and friends. In this document you'll find details of what the inspectors have said to us and what we are doing to address their points.

Is the service safe?

What did the CQC inspection tell us?

The service requires improvement.

- Based on the evidence seen, we have revised the rating for this key question to requires improvement as practices need time to be embedded.
- People told us they felt safe at the home and with the staff who supported them.
- Risks to people's safety were identified by the staff and the registered manager and measures were put in place to reduce these risks as far as possible.
- Staff had received training in how to safeguard people.

Our plan of action

Making the service safe

- We must keep up the good work and ensure that we embed the good practice we have developed in the last few months.
- We need to ensure that we keep all of our safety assessments and other audits up to date and ensure that these do not slip.

Is the service effective?

What did the CQC inspection tell us?

The service was effective.

- People's nutritional needs were met and people could choose what to eat and drink on a daily basis. The meal times were enjoyed by people and were a sociable occasion supported by staff in an appropriate way.
- People spoke positively of care staff, and told us that communication had improved with staff.
- Staff received ongoing professional development through regular supervisions, and training that was specific to the needs of people was available and put into practice on a daily basis.
- Staff we spoke with understood the principles of consent and therefore respected people's right to refuse consent.
- All staff working had received training on the Mental Capacity Act 2005 (MCA) and mental capacity assessments were consistently recorded in line with legal requirements.
- Deprivation of Liberty Safeguards (DoLS) had been submitted and there was a rolling plan of referrals in place as requested by the DoLS team.

Our plan of action

Making the service effective

- We must keep up the good work and ensure that we embed the good practice we have developed in the last few months.

Is the service caring?

What did the CQC inspection tell us?

The service was caring

- Lauriston was caring and was meeting the legal requirements that were previously in breach. Based on the evidence seen we have revised the rating for this key question to 'Good'.
- People were treated with respect and the staff understood how to provide care in a dignified manner and respected people's right to privacy.
- Staff spoke with people and supported them in a very caring, respectful and friendly manner.

Our plan of action

Making the service caring

- We must keep up the good work and ensure that we embed the good practice we have developed in the last few months.
- We will always put our residents at the heart of everything that we do.

Is the service responsive?

What did the CQC inspection tell us?

The service was responsive

- The service is described as "good" in the report.

Our plan of action

The service was rated good in this area

- We must keep up the good work and ensure that we embed the good practice we have developed in the last few months

Is the service well led?

What did the CQC inspection tell us?

The service requires improvement

- Lauriston was well-led and was meeting the legal requirements that were previously in breach. Based on the evidence seen, we have revised the rating for this key question to 'requires improvement' as practices need time to be embedded.
- Feedback was sought from people, and staff and residents' meetings were now held on a regular basis.
- A manager has been employed since our last inspection and submitted their application to CQC to be registered as manager. There was a strong management team in place.
- Staff spoke positively of the culture and vision of the home.
- A robust quality assurance framework was now in place and communication within the home had significantly improved.

Our plan of action

Making sure the service is well led

- We must keep up the good work as an organisation and thus ensure that our staff are motivated, supported and engaged with residents.
- We must build on the good start that we have made!
- We have developed a Service Improvement Plan which is our blueprint for building on the achievements to date, but also embedding good practice.