



THE FAIRWAYS

FINDINGS OF CQC VISIT

17th-18th December 2015



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 action plan, you can read what the inspectors said to us and what our response and actions to those are.

In addition, you can also see what our residents, their families and friends have said about our homes on our care home web pages at www.mha.org.uk. There you will find the latest reviews about our homes that are posted on the independent website www.carehome.co.uk



Is the service safe?

What did the CQC inspection tell us?

The service was not always safe

- ▶ Staff did not always wash their hands
- ▶ Gloves and aprons were not always disposed of appropriately
- ▶ Bins were not emptied frequently enough
- ▶ Not all staff followed safe infection control practices

Our plan of action

Making the service safe

- ▶ This was one member of staff on the day of inspection. We have increased training/retraining for all staff. All staff will have completed handwashing training by end of April 2016.
- ▶ The home is monitored to include checks on communal areas and residents rooms for a general cleanliness and also ensures that no equipment such as gloves or aprons have been left in inappropriate places and that all refuse has been disposed of in a timely manner.

Is the service effective?

What did the CQC inspection tell us?

The service was not always effective

- ▶ Staff did not always show residents the choice of what meal they would like to eat.
- ▶ Staff did not always engage in a meaningful and inclusive way when supporting people to eat and drink.
- ▶ Staff did not always interact enough with the residents during mealtimes or have meaningful conversations
- ▶ Staff chatted to each other to the exclusion of residents
- ▶ Some people received food that was not hot enough

Our plan of action

Making the service effective

- ▶ Meal experience training with particular reference to those living with dementia will be provided to all staff. The training will include guidance to support residents who need additional assistance.
- ▶ The dining experience has been reviewed to ensure that the best service is being provided and that our residents continue to enjoy mealtimes.

Is the service caring?

What did the CQC inspection tell us?

The service was caring

Our plan of action

No further actions are required.

Is the service responsive?

What did the CQC inspection tell us?

The service was responsive.

Our plan of action

No further actions are required.

Is the service well led?

What did the CQC inspection tell us?

The service was well led.

Our plan of action

No further actions are required.