



LANGHOLME

FINDINGS OF CQC VISIT

26th June 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 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.

- ▶ The service was not entirely safe; some action had been taken to improve the safety of the administration of medicines at the service. However the service could not demonstrate people always received prescribed medicines and creams as directed.

Our plan of action

Making the service safe

- ▶ An overall review and cross match of topical medical administration records
- ▶ (TMAR) and medical administration records (MAR) forms has been completed.
- ▶ All staff administering medications have reviewed and discussed the medication policy with the Manager.
- ▶ Staff meetings have been held and minutes signed by staff recognising the shortfalls and identifying expected standards with recording on the MARs and TMARs.
- ▶ The matter is addressed weekly at heads of department meetings to keep the issue fresh in everyone's minds.
- ▶ All staff have completed new relevant training.
- ▶ Senior staff are responsible for ensuring all TMARs and MARs are coded correctly.
- ▶ All relevant staff have had their competence for medication and TMARs reassessed.
- ▶ The Manager audits the TMARs daily and reviews them weekly.