



RICHMOND

## FINDINGS OF CQC VISIT

27 and 28 January 2016



# 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](http://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](http://www.carehome.co.uk)**



# Is the service safe?

## What did the CQC inspection tell us?

### The service was not always safe - some aspects

- ▶ Risks related to access to the home via the front door had not been adequately assessed.
- ▶ There were occasions where there were not sufficient numbers of staff deployed to ensure people's safety and welfare was protected.
- ▶ Medicines were managed safely however staffs recording of the reasons why people needed 'as required' medicines were not consistent.
- ▶ People who used the service and relatives told us they felt safe with the staff that supported them.
- ▶ Risk assessments were in place to ensure people were safe within their home and when they received care and support.
- ▶ The provider had carried out checks on staff to ensure they were suitable and safe to work with people.
- ▶ Staff had a clear understanding of what to do if safeguarding concerns were identified.

## Our plan of action

### Making the service safe

- ▶ We constantly review the needs of the residents and also the deployment of staff during busy periods and ensure that there are staff present in all areas of the home, to reduce risk to residents. Further care hours have been advertised and domestic hours now filled.
- ▶ We are reviewing the need for "as required" medications with the GP and other health professionals.
- ▶ CQC felt that there was a risk associated with access to the home if relatives had the code to the door, which could lead to possibly allowing other unauthorised people to enter at the same time. To ensure the residents safety, we have changed to codes to the door, please use the doorbell to gain entry on your arrival.

# Is the service effective?

## What did the CQC inspection tell us?

### The service was not always effective

- ▶ Staff had not always evidenced they were responding to people's support needs.
- ▶ People enjoyed meals times and the food however consistent systems were not in place to ensure all food was served hot.
- ▶ A suitable training programme for staff had been established and was being delivered.
- ▶ Staff had an understanding of the Mental Capacity Act 2005 and consent issues. Senior staff knew what they were required to do if someone lacked the capacity to understand a decision that needed to be made about their life.

## Our plan of action

### Making the service effective

- ▶ The staff at Richmond are to receive updated coaching on how they are recording interactions and care delivery in the care plans to ensure this is clear and accurate.
- ▶ The home has revised the mealtime experience for our Residents, to identify ways to improve the quality and standard of the food but also to enable a smooth service using new equipment to help maintain food temperatures.

# Is the service caring?

## What did the CQC inspection tell us?

### The service was not always seen to be caring

- ▶ People's dignity and confidentiality was not consistently protected.
- ▶ We saw kind and compassionate interactions between people and staff.
- ▶ Relatives and friends told us they were unrestricted as to when they were able to visit people.

## Our plan of action

### Making the service caring

- ▶ Residents care plans are sensitive and all staff have been reminded on the importance of protecting this information and appropriate storage.
- ▶ Staff will ensure during times where sensitive information is being discussed this is in a private area of the home.
- ▶ Residents communal spaces in the home will be monitored throughout the shift to ensure that these areas remain appropriately presented.

# Is the service responsive?

## What did the CQC inspection tell us?

### The service was not always responsive

- ▶ The activities and social programme provided did not provide consistent coverage.
- ▶ Personalised information regarding people's daily routines was available to assist staff in supporting people with their preferred choices.
- ▶ People and where appropriate relatives had been involved in the design of their care plans.
- ▶ A complaints policy was in place and was seen to respond effectively when relevant.

## Our plan of action

### Making the service responsive

- ▶ The Home remains committed to providing varied and interesting activities for people, capturing their preferences and ideas.
- ▶ Care staff will ensure that they are assisting with activity provision at times when the activity coordinator is off duty to ensure a consistent service.
- ▶ The Home Manager will review the provision of key workers and discuss with the staff and residents and relatives will be made aware of their key worker.

# Is the service well led?

## What did the CQC inspection tell us?

### The service was not always well led

- ▶ Systems for quality review were in place however had not identified all areas we identified as requiring improvement in regards to records.
- ▶ Accidents were clearly recorded however audit data had not been not effectively o analysed.
- ▶ Staff meetings were used as an opportunity to share and communicate key information on people and operational issues.
- ▶ People spoke positively about the registered manager and senior staff.
- ▶ Staff told us they felt supported in their roles and could approach the management about any concerns.

## Our plan of action

### Making the service well led

- ▶ The home will continue to continue to complete a monthly falls analysis and relevant actions taken to make sure every effort is made to protect and reduce risk to residents.
- ▶ The Manager continues with meetings for residents and relatives every quarter, to listen and act on views of residents and relatives in the running of the service, alongside other positive avenues to cascade information and feedback.
- ▶ Staff meetings will continue to be carried out every month to ensure all staff are fully involved and consulted in the running of the home. The Manager will continue to be available and approachable and make time to see any individual who requests to do so.
- ▶ The Manager will continue to review all feedback from resident and staff surveys, carefully considering and incorporating all views into all future planning accordingly.