



RICHMOND CARE HOME **FINDINGS OF CQC VISIT**

2 and 3 March 2017



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 that not all aspects were safe

- ▶ The provider had not ensured there were sufficient numbers of staff to respond in a timely manner to people's support needs.
- ▶ The providers reporting procedures for safeguarding had not been followed consistently.
- ▶ We found shortfalls in the administration and disposal of medicines along with the management of 'as required' medicines.
- ▶ Risks related to people's support needs and the environment had been assessed.
- ▶ The provider had carried out checks on staff to ensure they were suitable and safe to work with people.

Our plan of action

Making the service safe

- ▶ We have reviewed the staffing and allocated extra member of staff to provide extra support during the times identified. We will continue to review the staffing in line with the dependency of our residents.
- ▶ We have provided training for senior staff on the safeguarding referral criteria and will ensure all staff are compliant with the safeguarding training module available to them.
- ▶ We will continue to monitor medication by undertaking monthly and quarterly checks supported by regular visits by Boots pharmacy who undertake independent checks. Spot checks are also in place as part of the manager's daily 'walk around'. We have held meetings with staff administering 'as required' medications, to refresh their knowledge of 'as required' medication protocols.
- ▶ We will continue to ensure Risk related to people support needs and the environment are assessed
- ▶ We have robust recruitment process in place to ensure checks are completed before new staff are employed

Is the service effective?

What did the CQC inspection tell us?

The service was not always effective

- ▶ The provider had not ensured and evidenced staff had undertaken best interest assessments in line with the best practice framework associated with the Mental Capacity Act.
- ▶ Although a suitable training programme had been established we found staff did not consistently apply their knowledge.
- ▶ Staff received regular supervision however low morale was attributed to the high use of agency staff over an extended period of time.
- ▶ People enjoyed their food and meals times.

Our plan of action

Making the service effective

- ▶ We will support all staff providing supervision and guidance on the Mental Capacity and best Act. We have redistributed the MHA policy on Mental Capacity and consent for staff to read and sign their understanding.
- ▶ We will provide all staff with 1:1 supervisions on Mental Health Capacity
- ▶ We aim to recruit a full complement of staff, including 10% extra to cover leave.
- ▶ The Chef and the team will continue to work with the residents to maintain the high standard of food provision in the home

Is the service caring?

What did the CQC inspection tell us?

The service was not always caring

- ▶ The provider had not ensured that people were not consistently shown dignity and respect by staff.
- ▶ Relatives and friends told us they were unrestricted as to when they able to visit people
- ▶ Peoples care records were held securely.

Our plan of action

Making the service caring

- ▶ Our Values underpin our entire approach to care and we are proud of the opportunity to support older people in our care. We will provide extra support to staff to uphold our values
- ▶ Relatives and Friends play a big part in the running of the home and we will continue encourage people to visit the home
- ▶ We will continue to monitor as part of MHA Data Protection policy

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.
- ▶ The provider had not made provision to ensure all staff were able to respond to people's support needs in a timely and person centred way.
- ▶ Care plans did not always provide staff with a person centred picture of their support needs.
- ▶ A complaints policy was in place and was seen to respond effectively when relevant.

Our plan of action

Making the service responsive

- ▶ We have recruited a second activities coordinator, who commenced her role in March and will be fully inducted by MHA. With both activities coordinators in place, the schedule of activities will be reviewed in line with the choices and wishes of the residents.
- ▶ We have reviewed the way our nurse call system operates, and made changes to improve attention times.
- ▶ We will work closely with the residents and relatives to ensure care plans reflect residents need. System have been implemented to review all care plans
- ▶ We will continue to monitor all complaints and ensure residents and relatives are able to express their concerns

Is the service well led?

What did the CQC inspection tell us?

The service was not well led

- ▶ A range of systems for quality review were in place however had not always been effective and failed to identify the shortfalls we found.
- ▶ The provider had failed to ensure timely actions had been taken to address the impact of high use of agency staff at the service.
- ▶ Effective leadership for care staff whilst working on the floor was not always evident.
- ▶ People told us they were provided with opportunities to feedback their opinions on the service.

Our plan of action

Making the service well led

- ▶ The Area Manager, Area Support Manager and Quality Business Partner will monitor the CQC action plan as part of monthly visit and provide support to the home on a weekly basis.
- ▶ We are committed to ensuring a vigorous recruitment over the next few months, and have already made good progress.
- ▶ The support team will work with the staff and guide the senior carer to manage the units
- ▶ Feedback is very important to both the home and to MHA and we will continue to seek feedback from all those involved with the home.