



ASSISI PLACE

FINDINGS OF CQC VISIT

Dates of visit

02 August 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. 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 safe

- ▶ The provider had systems in place to safeguard people who used the service.
- ▶ Individual risks had been assessed and identified as part of the care and support planning process.
- ▶ We found the management of medicines was safe.
- ▶ There was enough staff available to meet people's needs safely.
- ▶ The provider had effective recruitment procedures in place.

Our plan of action

Making the service safe

No actions are required.

Is the service effective?

What did the CQC inspection tell us?

The service was effective

- ▶ The service was effective in meeting people's needs.
- ▶ People were well cared for and supported by staff that were well trained and had the right knowledge and skills to carry out their roles.
- ▶ Managers and staff had a knowledge and understanding of the Mental Capacity Act 2005.
- ▶ People's nutritional care needs were well supported and people were supported to access appropriate healthcare services when needed.

Our plan of action

Making the service effective

No actions are required.

Is the service caring?

What did the CQC inspection tell us?

The service was caring

- ▶ People were provided with care and support that was personalised to their individual needs. Staff were confident people received good care.
- ▶ Staff knew how to treat people with dignity and respect.

Our plan of action

Making the service caring

No action is required.

Is the service responsive?

What did the CQC inspection tell us?

The service was responsive

- ▶ The service was responsive to people's needs.
- ▶ People's care and support plans contained sufficient and relevant information to provide person centred care and support.
- ▶ There was opportunity for people to be involved in a range of activities within the service and the local community.
- ▶ Complaints were responded to appropriately.

Our plan of action

Making the service responsive

No actions are required.

Is the service well led?

What did the CQC inspection tell us?

The service was not always well led

- ▶ The service was well led. But whilst improvements had been made there are further actions required.

Our plan of action

Making the service well led

- ▶ a longer term track record of consistent good practice.
- ▶ Staff and people who used the service were complimentary about the registered manager and told us they were more involved and supportive. The provider now has effective systems in place to monitor and assess the quality of the service provided.
- ▶ People who used the service, relatives and staff members were asked to comment on the quality of care and support through surveys, meetings and interactions.