



HEATHER GRANGE

FINDINGS OF CQC VISIT

May 2019



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



Improving the quality of life for older people across the UK

Is the service safe?

What did the CQC inspection tell us?

The service was not always safe.

- ▶ Staff did not always handle medicines safely, however there were examples of medicines being managed well.
- ▶ Staff did not always give people their medicines safely.
- ▶ The provider's system for making sure medicines were received in the home in a timely manner was not robust.
- ▶ The provider had failed to manage medicines safely. This was a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Our plan of action

Making the service safe

- ▶ We are working with the local Medicines Management Team and our own Quality Team to develop a system to ensure that people's medicines are not given too closely together and to ensure that medicines once prescribed are received into the home in a timely manner.
- ▶ We are liaising with the GP practice to ensure that residents with swallowing difficulties have their medications reviewed and prescribed in a suitable formulation.
- ▶ We have implemented the use of a recording tool to demonstrate that thickeners are added to fluids accurately.

Is the service effective?

What did the CQC inspection tell us?

The service was not always effective.

- ▶ People were supported to eat and drink and maintain a balanced diet. However, people had mixed views on the quality of the meals provided.
- ▶ We recommend the service seeks advice and guidance from a reputable source to improve people's dining experiences.

Our plan of action

Making the service effective

- ▶ We have held a food forum and conducted a survey of all the residents and have changed the menus to ensure that people's likes are taken into consideration. We will hold bi monthly forums to continue to gather feedback and continually improve the standards.
- ▶ The manager will be sampling the food at least once a week eating with the residents to ensure the quality of the food is to a good standard.
- ▶ We will complete weekly dining experience audits and address any issues found.
- ▶ We will ask our dementia manager to visit the home to look at ways we can improve the dining experience.

Is the service caring?

What did the CQC inspection tell us?

The service was not always caring.

- ▶ The staff were knowledgeable about people's individual needs, backgrounds and personalities and were familiar with their preferences. However, we noted there were limited prompts on the care documentation to help the staff to explore people's diversity. This meant people may not be sufficiently supported in important aspects of their life.
- ▶ Whilst people felt they were cared for, none of the people were familiar with their care plan and could not recall discussing their care needs with staff.
- ▶ The staff had not devised summaries of people's care plans.

Our plan of action

Making the service caring

- ▶ The company have a working party who are reviewing all the company practices and documentation regarding diversity.
- ▶ We have introduced resident of the day to ensure that residents are involved in the monthly reviews of their care plans.
- ▶ We will be formally inviting resident and/or relatives to six monthly reviews.
- ▶ We are currently completing the summaries of peoples care needs.

Is the service responsive?

What did the CQC inspection tell us?

The service was responsive.

Is the service well led?

What did the CQC inspection tell us?

The service was not always well led.

- ▶ Since the home was registered in December 2018, there had been two changes of management. The previous registered manager left the service in February 2019 and the deputy manager had been appointed as the interim manager.
- ▶ Whilst the provider had a range of quality assurance systems, which include a schedule of audits, these had not always been effective in achieving good outcomes for people

Our plan of action

Making the service well led

- ▶ The new manager commences in August 2019 and will register with the Care Quality Commission.
- ▶ We will continue to improve our audits to ensure that we are effective in achieving good outcomes for our residents.