



BROCKWORTH HOUSE

FINDINGS OF CQC VISIT

30th June – 2nd July 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 not always safe

Our plan of action

Making the service safe

- ▶ An experienced occupational therapist who is also a moving and handling trainer will work with the in-house trainer to refresh moving and handling training for care staff.
- ▶ Moving and handling risk assessments and care plans will be reviewed by the registered nurse to ensure that they accurately reflect the needs of the resident.
- ▶ Regular spot check observations will be made by the Home Manager and moving and handling trainer of staff moving and handling practices; and any problems highlighted will be discussed, coached and managed if necessary through the organisations employment policies.
- ▶ Staff will be reminded at their 1-1 and staff meetings of the need to read support plans to ensure they deliver the care as described.
- ▶ Dependency of residents and staff levels will be reviewed a minimum of quarterly or when there is a marked change in a resident's condition.

Is the service effective?

What did the CQC inspection tell us?

The service was not always effective

- ▶ People did not receive person centred care. They did not always receive care that was appropriate to their needs.

Our plan of action

Making the service effective

- ▶ Staff will receive refresher support plan training.
- ▶ Staff will be reminded at their 1-1 and staff meetings of the need to read support plans to ensure they deliver the care as described.
- ▶ Staff will be questioned regarding each resident's needs, to ensure that the support plans accurately reflect the resident's needs and to assess staff knowledge of each individual resident. will be questioned regarding each resident's needs, to ensure that the support plans accurately reflect the resident's needs and to assess staff knowledge of each individual resident.
- ▶ Experiential learning will be undertaken with care staff. This will involve putting themselves in the persons shoes by using various exercises, reflecting on and discussing how different approached made them feel/may make the person with dementia feel and act.
- ▶ The organisation will continue to deliver its validated dementia course in collaboration with Bradford University dementia research group for all staff.

Is the service caring?

What did the CQC inspection tell us?

The service was not always caring

- ▶ The People were not treated with dignity and respect at all times. They were not always treated in a caring and compassionate way. Communication with people was not always respectful.

Our plan of action

Making the service caring

- ▶ Care staff will undertake training/experiential learning on effective and respectful communication.
- ▶ Regular spot check observations will be made by the Manager and Deputy Services Manager to identify/highlight/coach/discuss any problems and manage via the organisation's employment policies if required.
- ▶ Values training will be delivered to all care staff. Through experiential learning staff understanding and competency will be assessed Head Office Training Team.
- ▶ Team building sessions will be conducted with care and ancillary staff.

Is the service responsive?

What did the CQC inspection tell us?

The service was not responsive in the following area

- ▶ Care records were not always accurate and up to date. This applied to care plans, behaviour management plans and risk assessments.

Our plan of action

Making the service responsive

- ▶ Registered nurses will be reminded of their record keeping responsibility under the Nursing and Midwifery Council's code of conduct and MHA record keeping policies.
- ▶ The Home Manager and Deputy Service Manager will audit

Is the service well led?

What did the CQC inspection tell us?

The service was not always well led

- ▶ Monitoring arrangements were in place but these had failed to identify some of the shortfalls identified in this inspection

Our plan of action

Making the service well led

- ▶ There are now arrangements in place to seek the views of relatives on behalf of those who use the service