



BRADBURY GRANGE

FINDINGS OF CQC VISIT

6th & 7th April 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 document you'll find details of what the inspectors have said to us and what we are doing to address their points.



Is the service safe?

What did the CQC inspection tell us?

The service was not safe.

- ▶ Risks had not always been appropriately mitigated to ensure people's health & safety
- ▶ Medicines had not always been managed safely
- ▶ The service was clean and hygienic throughout
- ▶ Maintenance and safety checks on equipment had been regularly carried out

Our plan of action

Making the service safe

- ▶ Risk assessments are reviewed as part of the monthly care plan evaluation process or sooner if needs change. Any action required is followed through immediately and a robust support plan formulated.
- ▶ A full review of the medication system has been undertaken and the Medication Lead Person will continue to monitor this. We undertake monthly and quarterly audits and a full annual audit from Boots Pharmacy.
- ▶ We have a well trained and committed domestic team who are very proud of Bradbury Grange and continue to do an excellent job.
- ▶ We have processes in place to ensure that this is sustained.

Is the service effective?

What did the CQC inspection tell us?

The service was not effective

- ▶ People's rights had not always been protected by proper use of the Mental Capacity Act
- ▶ People's healthcare needs had not always been properly met
- ▶ Training and supervision for staff had been carried out regularly and was effective in practice

Our plan of action

Making the service effective

- ▶ All Mental Capacity Assessments have been reviewed to reflect each individual's ability to make choices and specific decisions.
- ▶ People's health care needs have been reviewed and where needed appointments and consultations arranged following dialogue with the relevant health professionals.
- ▶ Bradbury Grange is committed to supporting all our staff with their training and professional development.

Is the service caring?

What did the CQC inspection tell us?

The service was caring

- ▶ Staff treated people with respect and were considerate of their dignity, and were observed engaging with people in a kind and gentle way.
- ▶ People were encouraged to be independent where possible and were given the choices about their care and support.
- ▶ People's wishes for the end of their lives had been carefully documented.

Our plan of action

Making the service caring

- ▶ The Staff at Bradbury Grange and staff throughout MHA are committed to providing care to each individual with dignity and respect; this is at the core of our values as an organisation.
- ▶ We take every step to ensure that every individual is involved in making decisions about the care they receive and the choices they make.
- ▶ We are fully committed to ensure that every individual is supported to make choices about their end of life wishes. We have an in house Chaplain who is always available to residents, relatives and staff.

Is the service responsive?

What did the CQC inspection tell us?

The service was not responsive

- ▶ Complaints had been handled informally in the main; and there was no record of responses in those cases.
- ▶ A wide range of activities was on offer and people were protected from social isolation wherever possible.
- ▶ Care plans reflected people's preferences for care and treatment

Our plan of action

Making the service responsive

- ▶ All complaints are formally logged with actions and outcomes clearly explained as per MHA complaints policy as displayed within the home.
- ▶ We are committed to providing opportunities for all individuals at Bradbury Grange to have the opportunity to participate in organised or individual activities.
- ▶ We are committed to producing care plans that reflect the need of each individual, we review this monthly to identify any changes and we undertake a 6 monthly review to include all stake holders.

Is the service well led?

What did the CQC inspection tell us?

The service was not well-led

- ▶ Audits were not wholly effective in identifying shortfalls in the safety or quality of the service.
- ▶ Feedback had been used to improve the service.
- ▶ There was an open and transparent culture and people, relatives and staff felt able to speak candidly to the interim manager.

Our plan of action

Making sure the service is well led

- ▶ 'Completing Effective Care Plan Audits' training will be facilitated for all senior staff and further support for the Medication Lead Person.
- ▶ We Embrace any feedback good, bad or indifferent positively and use it as a learning to improve the experience of every individual living at Bradbury Grange.
- ▶ Bradbury Grange and MHA are committed to an open and transparent culture; it is at the centre of everything we strive for and an important part of beliefs.