



WILLOWCROFT

FINDINGS OF CQC VISIT

19th & 21st January 2015



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 consistently safe.

- ▶ Policies in relation to medication management were not always followed. This meant that people were not always protected against the risks associated with poor medicines management.
- ▶ The current staffing levels did not always ensure that peoples' needs would be met in a timely manner.
- ▶ People using the service and their relatives felt safe. Staff knew the procedure to follow if they were told about abuse happening or had suspicions of abuse.
- ▶ Recruitment procedures ensured that suitable people were employed.

Our plan of action

Making the service safe

- ▶ Each resident who wishes to self medicate is fully involved in the decision making. A full risk assessment is carried out along with a self assessment form. A MAR (medical administration record) chart for medical administration is completed in the normal way but endorsed (self medicating) advice and support is sought from the pharmacist and the doctor, should the resident require support or advice on medication. The resident is involved with developing their support plan, which is evaluated each month with residents' or relatives' input. All staff responsible for the administration of medication have completed medication competencies in line with MHA's Medication Policy.
- ▶ We have implemented a new rota. The benefits are to ensure equal provision of care throughout the week and weekends. This is monitored daily by the management team to ensure that the resident's needs are met. These changes have been discussed in residents' and relatives' meetings.
- ▶ We continually monitor residents' needs so we can identify whether we need to increase staffing levels as and when required.

Is the service effective?

What did the CQC inspection tell us?

The service was not consistently effective

- ▶ People who lacked capacity were protected under the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.
- ▶ Staff had received adequate training to ensure that they could support people.
- ▶ People were not always supported to maintain their hydration and nutrition.
- ▶ People were usually referred to the relevant health care professional when required, which promoted their health and wellbeing.

Our plan of action

Making the service effective

- ▶ Once a healthcare professional requests a food or fluid chart, staff are to use it to record the daily intake of food or fluids. These charts are set up within the individual's care file for each day and will be monitored twice daily by the senior staff on duty, ensuring the aim is met. Any concerns identified will be recorded within the care plan, taking appropriate action involving the relevant external bodies.
- ▶ Residents and their families are informed if a resident is placed on a food and fluid chart.

Is the service caring?

What did the CQC inspection tell us?

The service was caring

- ▶ People using the service and their relatives told us they liked the service and the way staff cared for people.
- ▶ We saw that people treated with kindness and compassion when we observed staff interacting with people using the service.
- ▶ People's privacy, dignity and independence were promoted.
- ▶ People were involved in decisions in their care.

Our plan of action

The service was rated good in this area

Is the service responsive?

What did the CQC inspection tell us?

The service was responsive

- ▶ People using the service lead active social lives that took into account their individual needs.

Our plan of action

The service was rated good in this area

Is the service well led?

What did the CQC inspection tell us?

The service was well led

- ▶ People using the service, visitors and staff we spoke with were positive about management at the service.
- ▶ Some improvements were needed in relation to the quality assurance systems.
- ▶ Staff told us that they felt supported by the manager and how they worked well together.

Our plan of action

Making sure the service is well led

- ▶ Residents are involved in their monthly evaluations and all areas are closely monitored. The management team is to liaise with healthcare professionals if on behalf of the residents. Through monthly evaluations, all areas of concern are recorded in their support plans. Information is also shared with nominated relatives. This is also monitored monthly through the due diligence of the senior management team, following the submissions of the Home Manager's reports as part of MHA's quality assurance.
- ▶ The information recorded is reviewed during the Home Manager's spot check and through the auditing of the care plans.