



TORRWOOD

FINDINGS OF CQC VISIT

26th June 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 requires improvement.

- ▶ There were inconsistencies about the arrangements for staff to report concerns outside of the organisation under Whistleblowing.
- ▶ The system for administering medicines covertly was not robust to ensure people's health and welfare was protected.
- ▶ Staffing arrangements did not always offer safe and responsive service.

Our plan of action

Making the service safe

- ▶ All new staff will be given the "No Secrets Here" leaflet during their induction.
- ▶ "No Secrets Here" leaflets have been made more prominent in the home.
- ▶ Covert medication is where a resident is administered medicine without their understanding of knowledge and in consultation with the GP, pharmacist and the family. Very few of our residents receive medication in this way, and systems have been reviewed.
- ▶ There has been a review and continued monitoring of dependency levels, this means how much assistance a resident needs.
- ▶ Staffing levels are flexed to residents' needs as required.
- ▶ A recruitment plan has been in place at the home for some time to increase permanent staff to eradicate agency use.

Is the service effective?

What did the CQC inspection tell us?

The service requires improvement

- ▶ There were inconsistencies around the practice to ensure people's rights were being upheld when making best interest decisions.

Our plan of action

Making the service effective

- ▶ We have introduced new MHA Mental Capacity Assessment forms which more easily lend themselves to guide staff on follow up actions with Best Interest Plans.

Is the service caring?

What did the CQC inspection tell us?

The service requires improvement

- ▶ There were occasions when staff interaction with people was not always positive and engaging.
- ▶ There was inconsistent practice which ensured people were treated appropriately when providing support in having meals.

Our plan of action

Making the service caring

- ▶ We carry out weekly recorded observations by a cross section of the team, with on the day feedback to staff involved, highlighting good practice and where suggestions for continued improvements may be made.
- ▶ We have updated dementia training.
- ▶ MHA has appointed a Dementia Lead to advice on best practice, research and innovation. She has planned a visit to Torrwood to support the team
- ▶ We have revisited the meal experience with staff to further enhance the overall experience for residents.
- ▶ We have reminded all staff to ensure small plated meals are shown to residents to enable choice.
- ▶ Mealtime observations are recorded with feedback given to the staff involved.

Is the service well led?

What did the CQC inspection tell us?

The service requires improvement

- ▶ There was a failure to have an effective and robust quality monitoring system.
- ▶ There were short falls in ensuring care planning and other records had been completed.

Our plan of action

Making sure the service is well led

- ▶ We are undertaking a full review of care plans which was already underway before the inspection. We anticipate completing this by the end of December.
- ▶ A Quality Advisor from head Office will be visiting the home in October 2015 to undertake a Standards assessment which will review systems in place.