



GREENWAYS CARE HOME

FINDINGS OF CQC VISIT

3-7 November 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 safe

- ▶ Sufficient numbers of staff were not provided to meet people's needs.
- ▶ People were protected against the risks associated with medicines. The provider had appropriate arrangements in place to manage people's medicines safely, but we also identified areas in need of improvement
- ▶ The service had policies and procedures on safeguarding people from possible abuse. Staff knew what to do if they suspected any abuse had occurred
- ▶ Risks to people were assessed and guidance recorded so staff knew how to reduce risks to people.

Our plan of action

Making the service safe

- ▶ We have reviewed the staffing and allocated an extra member of staff to provide extra support during the times identified. We will continue to review the staffing in line with the dependency of our residents.
- ▶ We will continue to monitor medication by undertaking monthly and quarterly checks supported by regular visits by Boots pharmacy who undertake independent checks.
- ▶ We will continue to update staff with policies, procedures and training regarding all aspects of possible abuse.
- ▶ We will ensure that this continues with the Manager undertaking regular checks.

Is the service effective?

What did the CQC inspection tell us?

The service was effective

Is the service caring?

What did the CQC inspection tell us?

The service was not caring

- ▶ The provider had not acted on the findings of the last inspection report. It was unclear if people were offered choices in the gender of the staff who provided personal care and whether they were offered a key to their bedroom door.
- ▶ Staff treated people with kindness, respect and with dignity.
- ▶ People were consulted about their care.
- ▶ Staff promoted people's privacy and people were supported to exercise choice in how they spent their time.

Our plan of action

Making the service caring

- ▶ Each resident has been asked their personal preference regarding the gender of staff they wish to deliver personal care and their wishes recorded and where required a key has been made available.
- ▶ Our Values underpin our entire approach to care and we are proud of the opportunity to support older people in our care.
- ▶ We take every step to ensure that every individual is involved in making decisions about the care they receive and the choices they make.
- ▶ Residents privacy is also respected by staff and staff encourage others to respect each other's privacy. Residents are offered choice in how they spend their time and the Activity Coordinators support residents to achieve their wishes. These are recorded in their records.

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 well led

- ▶ There was a new manager who was committed to making improvements to the service people received.
- ▶ The provider did not have effective systems for ensuring the quality and safety of the service and for making improvement.
- ▶ Areas identified as in need of improvement at the last inspection had not been fully implemented.
- ▶ The provider sought the views of people and staff regarding the quality of the service and to check if improvements needed to be made.

Our plan of action

Making the service well led

- ▶ The new Manager is fully committed to continuously improving and providing high standards of care to our residents.
- ▶ The Home Manager will carry out regular checks to make sure that the quality and safety of the home is maintained and ensure that ideas for improvement are acted upon.
- ▶ The Area Manager and Quality Business Partner will monitor the CQC action plan as part of monthly visit and provide support to the home as required.
- ▶ Feedback is very important to both the home and to MHA and we will continue to seek feedback from all those involved with the home.