



LAUREL COURT

FINDINGS OF CQC VISIT

14th September 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?

Not all aspects of the service were safe.

- ▶ Staff told us they thought there were not enough staff available to meet people's needs.
- ▶ One person on 2nd floor had run out of their morning medication which did not arrive at the home until the afternoon.
- ▶ The morning medication rounds on both 2nd and 3rd floor did not conclude until approximately 12.00pm, with staff encountering interruptions on the unit at regular intervals.
- ▶ Safe recruitment procedures were followed when recruiting staff such as undertaking disclosure and barring service (DBS) checks and seeking references

Our plan of action

Making the service safe

- ▶ We have recruited additional care staff to include day and night shifts and interviews continue. We are recruiting bank staff that can assist us to cover at short notice for example with unexpected sickness. The Home Manager/Deputy Home Manager has taken over the rotas to make sure that there is a good skill mix of staff across all floors. We have already put an extra members of staff where the dependency of the residents indicated this.
- ▶ We have looked at how staff breaks are allocated and we have put in place a system that allows only one member of staff from each floor to take their break at any given time. We are in the process for recruiting a Residential Care Manager who will work with care staff to ensure a high standard of care.
- ▶ We will work with the staff on medication management with meetings and within individual supervisions. Regular medication audits will continue to be undertaken by the management team to assist in identifying any issues.
- ▶ The Home Manager will obtain red tabards that state not to interrupt the person conducting the medication round. Staff responsible for medication will not take any phone calls during the medication round, staff will take messages and these will be picked up after the medication round has finished. Staff members will be reminded not to interrupt the person doing medication.
- ▶ We will continue to carry out thorough checks when recruiting staff

Is the service effective?

What did the CQC inspection tell us?

Not all aspects of the service were effective.

- ▶ There were few adaptations to the environment to make it more dementia friendly or that would support people to retain independence within the home.
- ▶ Staff supervision was not consistent.
- ▶ The staff were able to identify ways in which they sought consent from people. However, we observed three separate incidences on the Wilmslow unit where people were not given the choice of refusal around certain aspects of their care.

Our plan of action

Making the service effective

- ▶ The Home Manager will work with the Dementia Lead for the Company to establish where improvements to the home can be made. A programme will be drawn up and prioritised to complete the actions. More dementia friendly sensory items will be purchased. A member of staff will be nominated to attend the Dementia Facilitators Course, the content of which can be rolled out within the home.
- ▶ Supervisions will now take place bi-monthly. These will then be documented on a tracking system for monitoring.
- ▶ The management team will continue with the monthly watch. This includes a daily walk round to check that good practices and standards are being adhered to. The management team will also conduct regular observations within the unit. Staff will be reminded of best practice in relation to consent and choice in supervisions and staff meetings.

Is the service caring?

What did the CQC inspection tell us?

The service was caring.

- ▶ The people living at the home made positive comments about their care.
- ▶ People who lived at the home and their relatives said that staff treated them with dignity and respect and staff also showed understanding of how they aimed to do this.
- ▶ Staff were aware of how to support peoples independence, however, we observed two incidences where people did not have their Zimmer frames in close proximity in order for them to mobilise on their own.

Our plan of action

Making the service caring

- ▶ We will build on our strengths in this area and continue with the good practice.
- ▶ The management team will do daily walk rounds to observe if people have their mobility aids within close proximity. Staff will be reminded in individual supervisions and meetings.

Is the service responsive?

What did the CQC inspection tell us?

Not all aspects of the service were responsive.

- ▶ Accurate records were not always maintained in relation to two people who needed to be weighed weekly and one who is repositioned in the night.
- ▶ People living in the home said there was not always enough for them to do. The only activity we saw during the inspection was a baking activity which on two of the units was done very early in the day.
- ▶ Both people who lived at the home and staff said that meetings were not regular enough in order for them to voice their opinions or raise concerns.
- ▶ We did not see any evidence that people who lived at the home were involved in the reviews of the care plans or had been able to contribute to the content.

Our plan of action

Making the service responsive

- ▶ Senior Carers and Nurses will be reminded to discontinue weekly weights when it is no longer needed. Seniors and Nurses will be reminded to discontinue turn charts when they are no longer needed.
- ▶ The Home Manager is working with the activities co-ordinator to develop a better activity programme within the home. We will ask residents about which activities they would like to have in the home. We will try to fund-raise more money for day trips as we have this summer as our residents enjoyed them.
- ▶ A regular meeting schedule has now been put in place with the Home Manager meeting on a weekly basis with the Heads of Departments, a monthly meeting with all staff, and every two months a meeting will be arranged for residents and relatives. The Home Manager will continue to hold her monthly manager surgeries. This is a drop in service and is protected time from 17.00pm – 19.00pm to capture relatives that do not usually attend the home within the Managers working day. The home manager continues to have an open door policy for staff, residents and relatives.
- ▶ Six monthly regular reviews will continue. Residents who are able to are already involved in their care planning, we will endeavour to have relative input on a monthly basis. From 1st November 2015, we will have a system in place called “resident of the day” and that residents care plan will be reviewed. It will therefore be easier to invite relatives to attend as staff will know in advance as to which care plan will be reviewed on certain days.

Is the service well led?

What did the CQC inspection tell us?

Not all aspects of the service were well-led.

- ▶ The Home Manager was not yet registered with CQC at the time of inspection and was going through the application process.
- ▶ Overall, the staff said they could raise concerns.
- ▶ There were a range of audits in place to monitor standards being provided within the home. We saw that they described any necessary action that needed to be taken.

Our plan of action

Making sure the service is well led

- ▶ The Home Manager had her fit person interview for Registered Manager on Tuesday 20th October.
- ▶ The Home Manager encourages staff, residents and relatives to talk to her.
- ▶ The Home Manager will continue with the audits and action plans to maintain quality standards.