



TREMBATHS

FINDINGS OF CQC VISIT

19th July 2018



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



Improving the quality of life for older people across the UK

Is the service safe?

What did the CQC inspection tell us?

Some aspects of the service were not safe

- ▶ People had their individual risks assessed and staff were knowledgeable about these and the measures in place to mitigate risk. There were risk assessment tools completed by staff to establish the level of risk for people, however plans were not as descriptive as they should have been to detail what measures were in place to mitigate and respond to risks.
- ▶ The Manager monitored and analysed falls for trends and patterns and we saw that for people who had recurrent falls they referred people to their GP, Occupational Therapist and other professionals to try and establish why people were falling and try to reduce the number of falls. The provider's system used by the manager to monitor accidents and incidents did not prompt to look at environmental factors such as staffing, deployment and layout of the building and others when analysing these.
- ▶ Some people and relatives told us that there was at times a delay in staff answering call bells.
- ▶ Some relatives felt insecure at weekends when the home uses agency staff.

Our plan of action

Making the service safe

- ▶ Risk assessments have been reviewed and updated to ensure they contain up to date and relevant information.
- ▶ The Home Manager completes a falls analysis each month and this includes looking at trends including environmental factors, layout of the building, staffing levels and deployment of staff.
- ▶ Call bell audits are completed by the Home Manager on a weekly basis to monitor timeliness of response and whether changes are needed to monitoring equipment in place.
- ▶ Recruitment to permanent staff continues. The reliance on agency staff both for Nurses and Care Assistants has now significantly reduced.

Is the service effective?

What did the CQC inspection tell us?

The service was effective.

- ▶ People were supported by staff who were trained and felt supported by their managers to carry out their roles effectively.
- ▶ Staff adhered to the principles of the Mental Capacity Act 2005.
- ▶ People enjoyed a variety of foods and the mealtime experience observed was positive.
- ▶ People had regular access to health and social care professionals.

Is the service caring?

What did the CQC inspection tell us?

The service was caring.

- ▶ People and relatives told us that staff were kind.
- ▶ The Manager scheduled meetings with people and their relatives where appropriate to discuss and review people's care.
- ▶ People could receive visitors any time they wished.
- ▶ Confidentiality was promoted.

Is the service responsive?

What did the CQC inspection tell us?

The service was responsive.

- ▶ People's care needs were met in a personalised way by staff who knew them well.
- ▶ Care plans were being developed to capture people's preferences, likes and dislikes.
- ▶ People enjoyed a variety of activities which kept them occupied.
- ▶ Complaints were responded to in line with the provider's policy.

Is the service well led?

What did the CQC inspection tell us?

The service was well-led

- ▶ The Manager was actively recruiting staff to build up a team of permanent staff and reduce the use of agency staff.
- ▶ The Manager was reviewing staff's deployment and numbers as well as how staff answered call bells to ensure that people's needs were met in a timely way.
- ▶ The Manager identified through their observations and auditing that actions were needed to improve the quality and safety of the care delivered.
- ▶ The Manager was guiding, mentoring and coaching staff to ensure the culture of the service delivered was values based and personalised to people.
- ▶ People and staff were complimentary about the Manager and the way they were leading by example.
- ▶ The Provider offered support to the Manager and made the resources available to improve the service.