HORFIELD LODGE

FINDINGS OF CQC VISIT

9th February 2016

MHA
bringing quality to later life

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.

- Medicines were not always managed in a safe way
- "We found insufficient details were recorded for people who required there medicines crushed"

Our plan of action

Making the service safe

- This referred to the pharmacist agreement that medication could be crushed. GP agreement had been given and the relevant documentation with regards to crushed medication was in place in line with our policies and procedures, however there was no evidence of pharmacy involvement, this is now in place.

Is the service effective?

What did the CQC inspection tell us?

The service was not always effective at the time of inspection

- Speech and Language Therapist team recommendations that had been made were not always communicated to all staff. This meant people were at risk of choking as they did not always receive the appropriate textured drink.

Our plan of action

Making the service effective

- The relevant care plan has been reviewed and updated, however the specific resident was not at risk as they was receiving the correct textured drink.
- Further training for all staff on thickening of fluids and swallowing will commence week commencing 7th March 2016.