



RICHMOND

## FINDINGS OF CQC VISIT

8th - 9th November 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](http://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](http://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

- ▶ During the two days people's safety was put at risk due to the fact that some residents care plans were not up to date and had not always reflected important changes to people's health and wellbeing.
- ▶ There were systems in place to ensure that risks were assessed and measures in place to reduce or eliminate risks. Staff were not following the medication policy and some areas of 'as required' medicine administration needed to be improved. Medications were stored safely.
- ▶ There were sufficient staff to meet people's individual needs.
- ▶ Staff had received training on safeguarding adults and were confident they could recognise abuse and knew how to report it.
- ▶ Visitors were confident their loved ones were safe and supported by staff.

## Our plan of action

### Making the service safe

- ▶ All Care Plans have been audited and action plans have been completed. Ongoing reviews and updating of information constantly in the reviewing process.
- ▶ All Carer plans are being reviewed at change and at least on a monthly basis for all or our residents.
- ▶ Staff are now dispensing medication as per MHA policy using the medication trolley. Further Medication Training has been put into place by The Quality Business Partner for MHA. Full medication audits are to be implemented every month for 3 months and a 10% audit weekly has been implemented.

# Is the service effective?

## What did the CQC inspection tell us?

### The service was good

- ▶ People were supported to maintain good health and were supported to access health professionals.
- ▶ Staff received regular training, supervisions and an annual appraisal.
- ▶ People were supported to eat and drink to maintain their health and well-being.
- ▶ People's rights were protected by staff who had received training and had knowledge of the Mental Capacity Act 2005.

# Is the service caring?

## What did the CQC inspection tell us?

### The service was good

- ▶ People were supported by staff who were kind, caring and supported their independence.
- ▶ People were involved in decisions about their care and the home.
- ▶ People's privacy and dignity was respected and maintained.

# Is the service responsive?

## What did the CQC inspection tell us?

### The service was good

- ▶ People's preferences and choices were respected and support was planned and delivered with these in mind.
- ▶ Group and individual activities were decided by people living in the home and regularly reviewed by them.
- ▶ A complaints procedure was in place. People and visitors knew how to raise a concern or make a complaint but also said they had no reason to.

# Is the service well led?

## What did the CQC inspection tell us?

### The service was not consistently well led

- ▶ Quality assurance systems needed to be further developed and embedded into everyday practice to ensure people received consistent good care.
- ▶ The registered manager, staff and provider encouraged people, their relatives and friends to be involved in developing the service.
- ▶ The service worked in partnership with other relevant organisations.

## Our plan of action

### Making the service well led

- ▶ Quality assurance systems are in place within Richmond which are effective and provide a sound basis for key information.
- ▶ We are now holding a monthly senior meeting. This will ensure that all relevant information is transferred in more detail in the resident's individual care plan.
- ▶ This was previously stored in manager's office and not readily accessible to the care team. This will ensure that the information is clearly seen and will assess if actions have been effective.