



TREMBATHS

## **FINDINGS OF CQC VISIT**

11 July 2017



# 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)**



# Is the service safe?

## What did the CQC inspection tell us?

**The service was not safe at the time of inspection.**

- ▶ Residents were not always protected from the risk of harm
- ▶ Staffing did not always meet people's needs.
- ▶ Staff were recruited through a robust process
- ▶ Residents' medicines were managed safely

## Our plan of action

### Making the service safe

- ▶ Staff will receive further training on the management of falls and incidents, preventative measures and effective reporting.
- ▶ Resident dependencies will be reviewed on a regular basis in conjunction with staffing deployment and allocation.
- ▶ Staff will continue to be recruited through a robust process.
- ▶ Residents' medicines will continue to be managed using safe processes.

# Is the service effective?

## What did the CQC inspection tell us?

### The service was effective

- ▶ Residents were supported by staffs that were trained and although they felt supported, they did not receive regular one to one supervision.
- ▶ Staff adhered to the principles of the Mental Capacity Act 2005.
- ▶ Residents enjoyed a variety of foods and the mealtime experience observed was positive.
- ▶ There was regular access to health and social care professionals.

## Our plan of action

### Making the service effective

- ▶ Staff will continue to receive regular training and processes will be place to ensure residents will receive regular one to one supervision.
- ▶ Staff will continue to adhere to the principles of the Mental Capacity Act 2005.
- ▶ We will ensure that residents continue to enjoy a positive mealtime experience with a variety of foods
- ▶ The home will continue to ensure regular access to health and social care professionals.

# Is the service caring?

## What did the CQC inspection tell us?

### The service was not caring at the time of inspection

- ▶ Residents and relatives told us that staff was kind.
- ▶ Residents and their relatives felt they were not always involved in planning their care
- ▶ Staff were not always attentive due to being busy
- ▶ Confidentiality was promoted

## Our plan of action

### Making the service caring

- ▶ Staff will continue to provide a caring and kind service
- ▶ The staff team will ensure that residents and relatives are involved in planning their care
- ▶ The deployment and allocation of staff will continue to be reviewed in line with staffing levels.
- ▶ Confidentiality will continue to be promoted at all times

# Is the service responsive?

## What did the CQC inspection tell us?

### The service was not responsive at the time of inspection

- ▶ Residents' care needs were met, however this was not consistently in a person centred way
- ▶ Residents' care plans were clear and included person centred information.
- ▶ People enjoyed a variety of regular activities.
- ▶ Complaints were responded to

## Our plan of action

### Making the service responsive

- ▶ Further training will be provided to ensure that residents care needs are met in a person centred way
- ▶ Residents' care plans will continue be clear and include person centred information.
- ▶ Residents will continue to enjoy a varied programme of regular activities.
- ▶ Complaints will continue to be responded to in a timely manner.

# Is the service well led?

## What did the CQC inspection tell us?

**The service was not well-led at the time of inspection.**

- ▶ The systems in place to monitor the quality of the service did not identify shortfalls in some areas.
- ▶ The feedback about the management was mixed.
- ▶ There were regular links to the community.

## Our plan of action

### Making the service well led

- ▶ Systems will be put in place to monitor the quality of the service to identify shortfalls and address any issues in a timely manner.
- ▶ Residents and their families are encouraged to raise any issues with the management of the home and these will be addressed in an open and timely manner.
- ▶ Regular links to the community will continue to be maintained.