



Quality Improvement Plan

At the time of our CQC inspection, the issues raised had already been identified and a quality improvement plan overseen by both the CQC and the Local Authority had been put in place to rectify the concerns.

Safe:

Medication management:

- All team members have now completed medication management training, and we have implemented robust processes for ensuring appropriate documentation.
- A multi-disciplinary approach is agreed for residents if covert administration of medication is required.

Handover and communication:

- The specific care needs of the residents are communicated to all staff at each shift handover.

Nutrition and hydration:

- Modified diets have been implemented for residents identified to be at risk of choking.
- All staff have completed training and have been assessed against the competencies as set out by the International Dysphagia Diet Standardisation Initiative (IDDSI).
- Relationships with local specialist Speech and Language and Dietetic teams have been strengthened to ensure that the appropriate guidance and management plans are in place.

Incidents:

Learning from incidents is still ongoing and the introduction of summits to ensure staff learn from incidents is currently embedding.

Call bell response times:

- There are now more robust processes in place to monitor response times.
- Some of the issues identified were a result of staffing levels. In response, we requested the support of agency staff whilst also ensuring the recruitment and retention of our own staff remains a top priority.

Effective:

Staff were identified to be aware of their responsibilities around the Mental Capacity Act, however, documentation was lacking. This has been addressed and the documentation is reviewed for each resident on a monthly basis.

Caring:

- Support has been provided to all staff about the standards and expectations relating to care and compassion.
- There is now a culture of care and respect on the units with staff expected to know the preferences and management strategies for each resident.
- We receive frequent compliments about the caring nature of staff and their ability and willingness to go out of their way for each resident.
- We have also seen a significant improvement in the number and type of activities on offer to our residents.

Service Well Led:

A structured governance process, followed by the care floor team, is now in place. This timetables the relevant audits and inspections to ensure that our high care standards are maintained and identifies any issues or concerns that may need addressing at the earliest opportunity. These issues are then reviewed and any actions needed to remedy the concern are added to a quality improvement plan which is overseen by the Village Manager, the Head of Care and Quality for Richmond Villages and the Regional Operations Manager.

