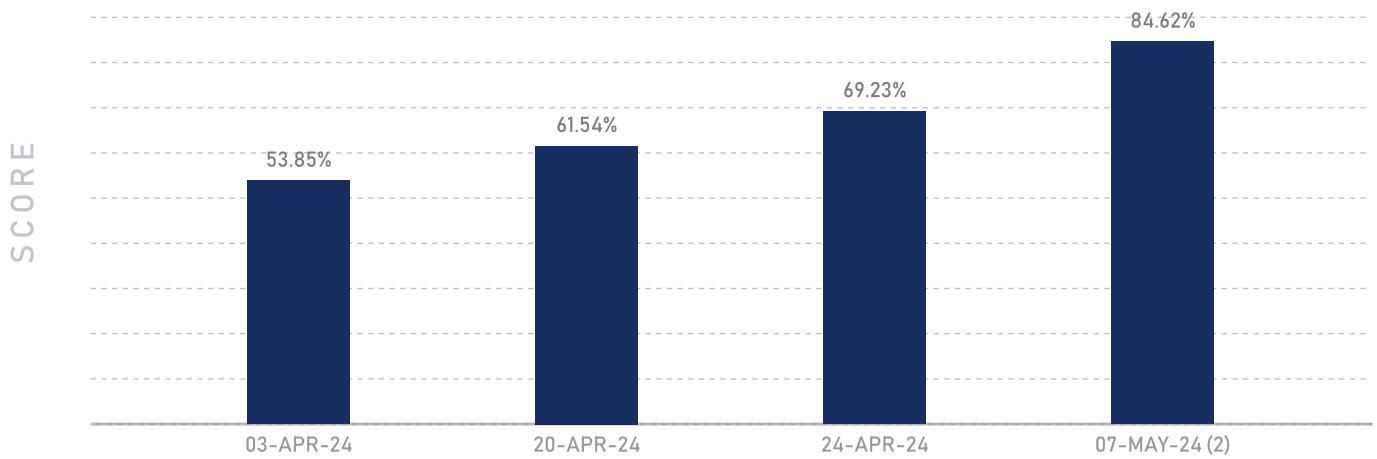


Porter Building | London, UK.

WEDNESDAY 8th May 2024

98.08 %
(51.0/52.0)

HISTORY



DESCRIPTION

Here you can add a standard description of this report, customized to the specific needs of your organization.

SUMMARY

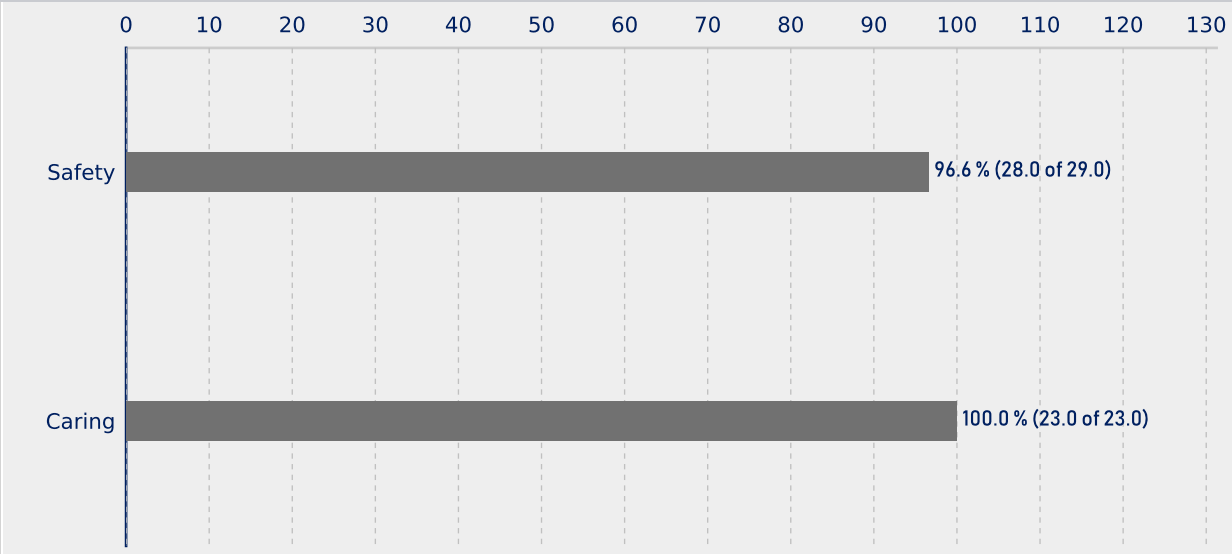
I can observe evident progress compared to previous visits. However, clinical records of transferred residents is incomplete.

Plan of Action

Instruct the Administrator to maintain clinical records of transferred residents.

CQC INSPECTION AUDIT

SCORE BY SECTION



Section	Actual	Target	%
Safety	28.0	29.0	96.6
Caring	23.0	23.0	100.0

SAFETY (28/29) 96.6 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
1	Systems, processes and practices keep people safe and safeguarded from abuse.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes Yes Yes Yes
2	Safety and safeguarding systems, processes and practices are developed, implemented and communicated to staff.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes Yes Yes No
3	People are protected from discrimination (any abuse or cause of psychological).	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr No No No Yes
4	Safety is promoted in recruitment practice, arrangements in place to support staff, disciplinary procedures, and ongoing checks carried out.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes Yes Yes No
5	Staff receive effective training in safety systems, processes and practices. <i>Staff received effective training. They attend quarterly sessions.</i>	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes Yes Yes Yes
6	Staff understand their responsibilities and adhere to safeguarding policies and procedures.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes No No Yes
7	If arrangements for using bank, agency and locum are made, you ensure staff keep people safe at all times.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes Yes Yes No
8	Comprehensive risk assessments are carried out for people who use services and risk management plans are developed in line with the national guidance.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr No Yes No Yes
9	Impact on safety is assessed and monitored when carrying out changes to the service or the staff.	(1/1)	YES	07.May 24.Apr 20.Apr 03.Apr Yes No Yes No
10	Residents have individual care records present (including clinical data, written and managed).	(0/1)	NO	07.May 24.Apr 20.Apr 03.Apr Yes Yes Yes Yes

CQC INSPECTION AUDIT



08 May 24 04:20 AM

Clinical records of transferred residents is incomplete.

Action: Instruct the Administrator to maintain clinical records of transferred residents.

11	All staff ensure the proper and safe use of medicines.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr No	
12	Medicines are appropriately prescribed, administered and supplied to residents.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr Yes	
13	Care home ensures that residents receive their medicines as intended and recorded appropriately.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No	
14	Residents' medicines are regularly reviewed, including the use of 'when required' medicines.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes	
15	Care home ensures that residents' behaviour is not controlled by excessive or inappropriate use of medicines.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr No	

Effective

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
16	Lessons are learned and improvements are made when things go wrong.	(1/1)	YES	07.May No	24.Apr Yes	20.Apr Yes	03.Apr Yes	
17	Technology and equipment is used to enhance the delivery of effective care and treatment and to support residents' independence.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr No	
18	Staff are aware of the MHA Code of Practice and the rights of residents are protected by the Mental Health Act 1983.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr Yes	
19	Information about the outcomes of residents' care and treatment are routinely collected and monitored.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No	
20	Care home ensures that staff have the skills, knowledge and experience to deliver effective care and support.	(1/1)	YES	07.May No	24.Apr Yes	20.Apr No	03.Apr Yes	
21	Residents have their assessed needs, preferences and choices met by staff with the right skills and knowledge	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr No	
22	Staff are encouraged and given opportunities to develop.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr Yes	
23	Poor or variable staff performance is identified and managed.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr No	
24	All staff, including those in different teams, services and organisations are involved in assessing, planning and delivering appropriate care and treatment.	(1/1)	YES	07.May No	24.Apr No	20.Apr Yes	03.Apr Yes	
25	Those residents who may need extra support are identified.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No	
26	Residents are empowered and supported to manage their own health, care and wellbeing and to maximise their independence.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes	

CQC INSPECTION AUDIT

27	Consent to care and treatment is always sought in line with legislation and guidance.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr No
28	Staff understand the relevant consent and decision making requirements of legislation and guidance (including the Mental Capacity Act 2005 and the Children's Acts 1989/2004).	(1/1)	YES	07.May No	24.Apr Yes	20.Apr Yes	03.Apr Yes
29	The process for seeking consent is monitored and reviewed to ensure it meets legal requirements and follows relevant national guidance.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr No

CARING

(23/23) 100.0 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS			
30	Care home ensures that people are treated with kindness, respect, and compassion and that they are given emotional support when needed.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr Yes



08 May 24 04:20 AM

31	Staff understand and respect the personal, cultural, social and religious needs of people and how these may relate to care needs.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No
32	Staff take the time to interact with people who use the service and those close to them in a respectful and considerate manner.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr No	03.Apr Yes
33	Staff show an encouraging, sensitive and supportive attitude to people who use services and those close to them.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No
34	Staff raise concerns about disrespectful, discriminatory or abusive behaviour or attitudes.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes
35	Residents are given appropriate and timely support and information to cope emotionally with their care, treatment or condition.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr No
36	Residents are empowered and supported, to use and link with support networks and advocacy, so that it will have a positive impact on their health, care and wellbeing.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes
37	Residents' privacy, dignity and independence is respected and promoted.	(1/1)	YES	07.May No	24.Apr Yes	20.Apr Yes	03.Apr No
38	Care home and staff make sure that people's privacy and dignity needs are understood and always respected.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr No	03.Apr Yes
39	Staff respond in a compassionate, timely and appropriate way when people experience physical pain, discomfort or emotional distress.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No
40	Residents are assured that information about them is treated confidentially in a way that complies with the Data Protection Act.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes

Responsive

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS			
41	Residents receive personalised care that is responsive to their needs.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr Yes
42	Facilities and premises are appropriate for the services that are delivered.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes

CQC INSPECTION AUDIT

43	Care home identifies and meets the information and communication needs of people with a disability or sensory loss.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr No
44	Residents are supported during referral, transfer between services and discharge.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr No	03.Apr Yes
45	Reasonable adjustments are made so that residents with a disability can access and use services on an equal basis to others.	(1/1)	YES	07.May No	24.Apr Yes	20.Apr Yes	03.Apr No
46	Care home takes into account the particular needs and choices of different residents.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr Yes
47	Residents with the most urgent needs have their care and treatment prioritised.	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr No
48	Residents' concerns and complaints are listened and responded to and used to improve the quality of care.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr Yes
49	Residents who use the service know how to make a complaint or raise concerns.	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr No
50	Is it easy for individuals to use the complaints process or raise a concern?	(1/1)	YES	07.May Yes	24.Apr No	20.Apr Yes	03.Apr Yes
51	Are complaints effectively handled (ensure openness and transparency, confidentiality, regular updates for the complainant, a timely response and explanation of the outcome, and a formal record)?	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr No	03.Apr No
52	Are individuals who raise concerns or complaints protected from discrimination, harassment or disadvantage?	(1/1)	YES	07.May Yes	24.Apr Yes	20.Apr Yes	03.Apr Yes

COMMENTS & ACTION PLAN

Safety >> Safety

(AC10023) Residents have individual care records present (including clinical data, written and managed).

PRIORITY Medium
DUE DATE 09 May 24
ASSIGNEE John Doe

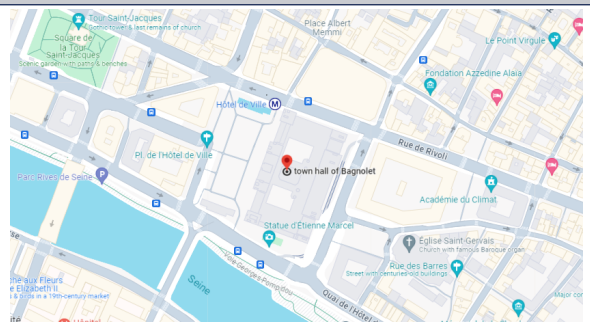
FINDINGS 'No' - Clinical records of transferred residents is incomplete.

ACTION REQUIRED Instruct the Administrator to maintain clinical records of transferred residents.

DECLARATION

Clinical Director
(Jane Williams)

Site Manager
(Site Manager)



Here you can add a standard description of this report, customized to the specific needs of your organization.