

## Report on actions you plan to take to meet Health and Social Care Act 2008, its associated regulations, or any other relevant legislation.

Please see the covering letter for the date by when you must send your report to us and where to send it. **Failure to send a report may lead to enforcement action.**

<b>Account number</b>	1-107285339
<b>Our reference</b>	INS2-10802814501
<b>Location name</b>	Heathfield (Horsham) Limited

Regulated activity	Regulation
<b>Accommodation for persons who require nursing or personal care</b>	<b>Regulation 12 Safe care and treatment</b>
	<b>How the regulation was not being met:</b>
	<p><i>The provider had failed to ensure that staff had sufficient guidance to administer medicines.</i></p> <p><i>There was a failure to assess and manage risks relating to people's health and welfare.</i></p>

### Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve

All staff administering medication will be receiving medication training. Where there are any concerns the team leaders need to be proactive and seek advice from the GP. This must be recorded accurately in the GP visits book and the residents' care notes.

All medications to be kept in the medication trolley or in the drugs cupboard. No medications to be left/kept in a resident's room. Team leaders to ensure this is followed. Care Manager to do weekly audits and weekly supervisions with staff who administer medication, a record is being kept.

Our PRN protocol will have more information on as to when and why to administer a PRN and what action to take should the resident refuse the PRN,

Staff who administer medications are to have weekly unannounced supervision while doing the medication round. Staff administering medication to read and sign our medication policy.

Robust risk assessments will be put in place in each Care Plan. All staff will be required to read each new Care Plan and they will need to sign each Care Plan, this is to ensure all staff are delivering care specific to each resident in a manner that meets the resident's individual care needs. All actions taken by the team leader need to be documented.

**Who is responsible for the action?**

Michelle Hubbard – Registered Care Manager

**How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?**

All staff to fill in the MAR correctly. All staff to be fully aware of what action to take when a resident refuses to take medication. Clear accurate record keeping. All staff to work safely following our medication policies and procedures. Staff to be more proactive.

All medications are stored and administered in the correct manner in accordance to Heathfield's medication policies. The audits and supervisions are to ensure correct procedures are being followed. Safe handling and dispensing of medication.

All staff administering medications will be proactive and act without delay to ensure the resident does not suffer from pain or discomfort.

This is to ensure that staff are following Heathfield's medication policies.

All care staff to be fully aware of each resident's health risk assessments and to be able to identify and raise any concerns to the team leaders. The team leaders to be totally proactive and seek the relevant GP's advice. Documentation needs to be accurate and precise.

**Who is responsible?**

Michelle Hubbard – Registered Care Manager

**What resources (if any) are needed to implement the change(s) and are these resources available?**

We are implementing the changes with the resources we have.

There is a medication advice visit by Boots Pharmacy scheduled on the 7<sup>th</sup> July 2021.

I have been working closely with K.A. a Pharmacist from the CCG who has been assisting and advising me with our PRN medication.

**Date actions will be completed:**

September 2021

**How will people who use the service(s) be affected by you not meeting this regulation until this date?**

Our PRN Protocol's have been updated this was completed on 10.06.2021.

All Staff administering medications have been booked on medication training which will take place on 18<sup>th</sup> June 2021. Medication Audits are in place both daily and weekly.

All care staff who administer medication are to read and sign our medication policies.

Many of the processes have already been implemented, with the aim that people who use the service will not be affected.

**Completed by:**

(please print name(s) in full)

Michelle Maria Hubbard

<b>Position(s):</b>	Registered Care Manager
<b>Date:</b>	11 <sup>th</sup> June 2021

Regulated activity	Regulation
<b>Accommodation for persons who require nursing or personal care</b>	<b>Regulation 17 Good governance</b>
	<b>How the regulation was not being met:</b>

	<i>There was a failure to ensure adequate systems to assess, monitor and improve the quality and safety of services provided. Accurate, complete and contemporaneous records were not always maintained regarding people's care.</i>
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Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve
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<p>Care Plans are currently being changed to reflect each resident's specific needs, likes, dislikes and preferences. The Care Plans will be person centred.</p> <p>Team leaders to count the medication after each round and record the balance on the MAR. Care Manager to do weekly audits on the MAR and Medications.</p> <p>Care Plans are updated on a monthly basis. Should there be any changes, these will be reflected as soon as the changes occur. All staff will be informed of any changes through the daily handover and through the communications book which team leaders read out to the staff at each hand over. All staff are required to sign the communications book once they have read it.</p> <p>All Care Plans will be personalised and also detail how to care for each resident in a manner specific to that person. Care Plans will detail levels of support required for the individual meeting their preferences and needs, as well as the desired outcomes of each individual.</p>
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<b>Who is responsible for the action?</b>	Michelle Hubbard – Registered Care Manager
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How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?
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For each resident to have all their needs met in a way that they would like.

To be able to identify any issues that may arise so immediate action can be taken.

All staff will be aware of each resident's medical conditions and the risks involved. All staff will be aware of the residents' current care needs for continuity of care.

Each resident to be cared for in a manner that is personal to themselves. Staff will be able to encourage and promote independence as well as assist each individual where they need help to reach the desired outcome. This will also increase individuals' self-worth.

<b>Who is responsible?</b>	Michelle Hubbard – Registered Care Manager
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**What resources (if any) are needed to implement the change(s) and are these resources available?**

We are implementing the changes with the resources we have.

Residents, key workers and staff will be involved

<b>Date actions will be completed:</b>	September 2021
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**How will people who use the service(s) be affected by you not meeting this regulation until this date?**

The upgrading of our existing Care Plans has already begun. In order to personalize each individual's Care Plan with the aim that people who use the service will not be affected.

Our aim is to upgrade and personalize all our Care Plans. We aim to complete four Care Plans a week.

The new format for our Care Plans will now be used

<b>Completed by:</b> (please print name(s) in full)	Michelle Maria Hubbard
<b>Position(s):</b>	Registered Care Manager
<b>Date:</b>	11 <sup>th</sup> June 2021