

INDIVIDUAL QUALITY STANDARDS OUTCOMES

1. In relation to the individual standards:

- (a) Standard 1,3, 7, 8, 9 and 10 remained the same as last year at 100%.
- (b) 4 care homes failed a standard they failed last time.

Standard 1 – Effective recruitment procedures.

- 2. This standard looks at staff recruitment processes, reference & DBS checks, and induction process (The checks are made on staff who have been recruited in the last 12 – 18 months).
- 3. All homes passed this standard.

Standard 2 - Staff Development Requirements.

- 4. This standard looks at training and development, including staff members having a learning and development plan, 75% of staff having NVQ qualifications, bi-monthly staff supervisions and annual appraisals.
- 5. 3 of the 4 homes that failed this standard (Care Homes 1, 7 & 9) had failed this standard last year. The common shortfall in this standard remains the same as in previous years, in relation to staff training, NVQ training, induction and supervision. Each home has less than 50% of staff identified as having or working towards an NVQ certificate. We have also taken into account (from Standard 1), any home that had a shortfall in the completion of the care certificate, as this relates to induction training and is more in line with Standard 2.
- 6. Care Home 18 failed this standard due to a lack of supervision and appraisals for staff. Whilst citing staffing issues, Covid and infection control as a reason for not undertaking these there was a lack of evidence to support the use of other mechanisms of providing support and mentoring, to both new and established staff.

Standard 3 – Social and Leisure Outcomes.

- 7. This standard looks at social activities, activities in the home, and how those are co-ordinated social and leisure outcomes for residents, including resident's involvement in care planning and risk assessment.
- 8. All homes passed this standard.

Standard 4 – Plan of Care Requirements.

- 9. This standard looks at key workers, risk assessments, care plans, and the requirement for a pre-assessment of needs followed by full assessment of the resident's need being completed within 48 hrs of admission. Care plans for physical, mental health, social, emotional needs are required to be completed within 72 hours of admission & reviewed monthly as a minimum.

10. 1 home failed this standard (Care Home 1). This was due to the home being unable to verify if pre-admission assessments were in place for the files examined. The home also provided incorrect information on the self-assessment in relation to the completion of individual assessment of needs within the contractual timescales.

Standard 5 – Nutrition.

11. This standard is monitored by the Focus on Under Nutrition officer (FoUN), who has provided training and support to care homes on this initiative. They visit each home annually and if they meet the requirements of FoUN the home is given a certificate. If they do not meet the required standards the home will not be issued with a certificate and an action plan given to the home.

12. 2 homes failed this standard (Care Homes 12 & 16).

Standard 6 – Management of Medication.

13. This standard looks at the Policies and Procedures for medication management in the home, and that these correspond with the medication system the home adopts. This includes six-monthly competency checks for all staff who undertake medication administration, reviewing residents who are on anti-psychotic drugs, staff signature checks, and clear identifiable information on the Medication Administration Records (MAR) for each resident.

14. 2 homes failed this standard (Care Homes 1 & 7). This was due to the lack of evidence that the home managers were satisfying themselves that staff undertaking the administration of medication had undertaken 6 monthly competency checks. This matter had been flagged with both homes prior to the QS assessment being undertaken.

Standard 7 – Safeguarding & Whistleblowing.

15. This standard looks at training in respect of adult safeguarding at both level 1 and Level 2, Mental Capacity Act (MCA) and Deprivation of Liberty's (DoLS) training and how the home manages safeguarding.

16. All homes passed this standard.

Standard 8 – Health & Safety.

17. This standard looks at Health & Safety (H&S), risk assessments, actions for heat wave, cold weather and business continuity, H&S training, moving and handling training, food hygiene, safeguarding. It also includes inspection reports & service checks in respect of fire, gas and electric, water, food hygiene, and service records for lifting equipment.

18. All homes passed this standard.

Standard 9 – Monitoring & Quality of Service.

19. This standard looks at customer satisfaction, stakeholder feedback, audit checks, comments and complaints, and staff misconduct investigations.

20. All homes passed this standard.

Standard 10 – Clean and safe environment.

21. This standard looks at the recruitment, induction, supervision and appraisals for ancillary staff, cleaning plans and records in respect of deep cleaning, and the quality and quantity of furnishings, bedding, and towels.

22. All homes passed this standard.