

INDIVIDUAL QUALITY STANDARDS OUTCOMES

1. In relation to the individual standards:

- (a) 17/19 homes passed standards 3,4,5,6,7,8,9 and 10.
- (b) 1 care home failed standard 1
- (c) 1 care home failed standard 2, which they failed last year.

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. 1 home failed this standard, (Care Home 3). The shortfall in this standard was that there was no evidence that staff had completed the Care Certificate (Skills for care common induction programme).

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. 1 home failed this standard (Care Home 9). The shortfall in this standard is in relation to compliance with staff training requirements including end of life care, support planning and risk assessment and NVQ qualifications. The Manager is also still working towards her NVQ Level 5 qualification, which has been the case for some time. We have also considered shortfalls in relation to completion of the Care Certificate induction programme.

Standard 3 – Social and Leisure Outcomes.

- 6. 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.
- 7. All homes passed this standard.

Standard 4 – Plan of Care Requirements.

- 8. 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.
- 9. All homes passed this standard.

Standard 5 – Nutrition.

10. All homes passed this standard.

Standard 6 – Management of Medication.

11. 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.

12. 1 home failed this standard (Care Homes 7) and have failed this for the last 3 years due to not being able to demonstrate that all staff responsible for the administration of medication have had competency checks carried out in line with the contractual requirements.

Standard 7 – Safeguarding & Whistleblowing.

13. 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.

14. All homes passed this standard.

Standard 8 – Health & Safety.

15. 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.

16. All homes passed this standard.

Standard 9 – Monitoring & Quality of Service.

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

18. All homes passed this standard.

Standard 10 – Clean and safe environment.

19. 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.

20. All homes passed this standard.