

Introduction to the Care Quality Commission inspection

As the independent regulator of health and social care in England, it is the Care Quality Commissions (CQC) role to register, monitor, inspect and rate care services. They offer a transparent and independent view of these services and take action, when required, to protect those who need to use them.

It is the CQC's purpose to ensure health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve.

Most importantly for us, here at Victoria House, is to take the opportunity to improve our service in order to meet and exceed the ever changing, long-term and complex needs of our nation's population. As a result of the findings of the most recent CQC inspection, held on the 5th & 8th February 2018, we have proudly instigated measures to strengthen our leadership and take action in a responsive and agile manner.

As the positive impact CQC has on the care industry continues to grow ([as evident in their own review](#)), we are committed to continuously improving our service and look forward to welcoming them back for the next inspection.

Summary of findings

All services are graded by the CQC on the same five areas:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well-led?

Victoria House achieved a "Good" rating in two areas for:

- Effective
- Caring

Victoria House achieved a "Requires improvement" rating in three areas for:

- Safe
- Responsive
- Well-led

Overall Victoria House achieved a rating of "Requires improvement"

Areas requiring improvement and our action plan

The following is a summary of our action plan for areas that were marked as "Requires improvement". The CQC requires this action plan to be sent to them, following an inspection, for their review.

Is the service safe?

"Action was not taken when the temperature of the Meds fridge was too low"

- Discussed with pharmacist to ensure medication stored in fridge was still safe to use.
- The Deputy Manager added a visual check of the medication fridge temperatures to her weekly audit.
- A new thermometer is in place, checks are being carried out twice daily and also being monitored through Deputies audit.

"Identified that there were no risk assessments in place for those residents who are on blood thinning medication"

- The Manager and Deputy put required assessments into place immediately during the inspection.
- A new Care Plan system is currently being implemented. This will have new audit tool to prevent this from happening again.

"Identified that there was no health declaration on the pre-employment paper work"

- A short phrase has been added to the application form to be completed before the interview process. This was completed during the inspection.

Is the service responsive?

"Care plans identified as not being person centred or containing enough information around current health needs"

- External support gained from CCG Care Support Manager to assist in the review of all care plans.
- Care plans to be completed and then audited each month by Keyworker, Manager and Deputy to audit as part of new QA process.
- Fully completed for June 2018

"Residents end of life wishes would need to be incorporated into new care plans"

- Work has started with families and residents to complete the advanced care plans- detailing who and what is important to them at this stage in their life.

- To complete all residents advanced care plans, where consent has been given, by the end of May 2018.

" Training for staff to understand end of life care"

- Training has been sourced which three staff have attended (March 2018).
- Future plans are set for more staff to go on this training. Places have been booked from April through to Oct 2018 and also including dementia care, falls, end of life and long-term conditions.
- The Deputy Manager is overseeing the booking of training sessions. These will continue as and when they arise for staff to further develop skills in end of life care as well as in other areas.

"Activities to incorporate more access with the local community"

- The Care Co-ordinator has put together an activity schedule for 2018 and has looked at accessible places on the island. Trips booked include The Isle of Wight steam railway and Godshill model village. Activities were discussed with residents to adopt trips that match where they would like to go.
- Further work is being done to look at taking residents down to watch the carnival, ensuring there are enough staff to support residents who wish to go and looking at family involvement. Family meetings have started to take place to ask for their help to support residents accessing the local area.
- Residents are now accessing the local community and recent trips have taken place down to the seafront.

"Making information accessible for all residents who may have a disability, impairment, or sensory loss"

- The Victoria House newsletter is now produced in large print.
- Work has started on developing a pictorial menu, to help residents when choosing their meals.
- Keyworkers utilise talk times to share information and record what the individual has understood.

Is the service well-led?

"New Quality Assurance system to be implemented in service for Manager to use"

- Meetings have taken place to review our Quality Assurance systems and a matrix has been implemented.
- Further work is taking place to have a more in-depth QA system that is able to assess, monitor and improve where needed.

"Provider visits to include elements of QA"

- Providers to start looking at elements of the managers QA, i.e. checking the fire file to ensure that the information is current and up to date, drills are taking place, infection control, any identified shortfalls have been corrected.
- During monthly visits- Directors are to look at a care plans to ensure the information is relevant to the individual, that they remain in a person-centred format and risk assessments have been reviewed.
- To imbed these changes for the Directors. They are also now supported by their daughter, who is a registered nurse.

Continuous improvement and striving for excellence

Working in collaboration with the CQC, as well as boosting our clinical and business support networks, has given us a much greater scope for creating an improved quality of service for our users. Adopting a culture of continuous improvement ensures that we can maintain a high level of care, as expected of us by our governing bodies, and demonstrates our desire to strive for excellence in everything we do.