

Quality Assurance Visit Report

Name of Provider:	Bendigo Nursing Home
Address:	22 Arundel Road, Eastbourne
ESCC Officer:	Jo Hall
Date:	27 th April 2016

East Sussex County Council Department for Adult Social Care

Partnership Working

East Sussex County Council wishes to work in partnership with Providers in delivering a high quality of support for adults with care and support needs and hopes to maximise the use of available resources by establishing longer-term, more integrated relationships with Providers. The 'partnership approach' represents an attempt to define the spirit of partnership within which the Council and Providers will operate.

Purpose of the Quality Assurance Visit

To offer support and guidance to the Provider regarding the delivery of care and support needs for individuals by considering the effectiveness of the provider's quality management systems. The following elements of Quality Assurance will be considered:

1. Management and Leadership
2. A Suitably Skilled Workforce
3. Satisfaction Survey and Feedback
4. Complaint Handling
5. Equalities Monitoring
6. Care Documentation
7. Health and Safety
8. Management of Medication
9. Safeguarding
10. Accidents and Incidents.
11. Business Continuity

Visit Report:

This report sets the evidence found during the Quality Assurance Visit

Please be aware that the Quality Monitoring Team adheres to Health and Social Care information sharing protocols and provides information on a need to know basis and in the best interests of adults with care and support needs. We share reports with the Care Quality Commission, East Sussex County Council colleagues and will also share a report in line with the Sussex Safeguarding Adults Policy and Procedures.

The Quality Assurance Visit was carried out and the Quality Assurance elements were looked at:

- Management and Leadership
- A Suitably Skilled Workforce
- Safeguarding
- Accidents and Incidents

Desk Top review

Feedback was sought from the Care Quality Commission, ESCC Operational colleagues, ESCC placement teams to inform the focus of the visit.

Care and Support Provision background:

- The Responsible Person of the Provision is Ms. Mariana Philipova
- The Registered Manager of the Provision is Ms. Mariana Philipova

At the time of the visit 13 ESCC funded Adults with Care and Support needs were living at Bendigo Nursing Home .The Registered Manager and 3 staff members were interviewed during the visit.

1.

Management and Leadership

Areas of good practice

The Registered Manager of the service Ms. Mariana Philipova has been Registered with the Care Quality Commission since 2007 and prior to this has also been the Acting Manager of Bendigo Nursing Home since January 2006. There is clear management structure at Bendigo Nursing Home and staff spoken to during the visit were aware of who was accountable and responsible at all levels within the service. The Registered Manager monitors quality within the provision. Audits of the home and its parts are undertaken and at the time of the Quality Assurance Visit a comprehensive Annual Audit Report was published on the services website. The Registered Manager advised that this information is also placed in the bedrooms of the individuals who use the service.

General comment

Staff spoken to during the visit stated that they feel well supported by the Registered Manager and the Deputy Manager and stated that they felt enabled to develop within their respective roles.

There is a robust recruitment process in place.

Areas identified as requiring improvement

There were no areas identified as requiring improvement.

2.

A suitably skilled workforce

Areas of good practice

A comprehensive induction process is in place and staff stated that they are aware of what is expected of them as they receive the training that is required for them to undertake their respective roles. This was also evidenced by the information obtained from the staff surveys and from the training matrix provided by the Registered Manager during the visit.

General comment

Competencies and spot checks are undertaken with staff to ensure that the knowledge

obtained via training provided by the service is fully embedded in practice. Staff stated that they receive regular formal supervision, group supervision and attend monthly staff meetings and that an annual appraisal is also undertaken. Staff advised that supervisions and staff meetings provide an opportunity for the Manager/Deputy to share important information , but that they also feel listened to and are able to express there views freely. They advised that they were included in decision making and suggestions were managed appropriately. Staff advised that they feel enabled to develop within their roles, are supported by the manager and deputy and that if they have any issues that there is an open door policy where issues and suggestions are raised alongside supervision and staff meetings.

Areas identified as requiring improvement

There were no areas identified as requiring improvement.

9.

Safeguarding

Areas of good practice

There are policies and procedures in place regarding Safeguarding. The Registered Manager showed the Officer the Safeguarding log and it is clear that information is routinely shared with Social Care Direct and that changes in practice are reflected upon following safeguarding enquiries.

General comment

The staff spoken to during the visit all demonstrated an awareness of Sussex Safeguarding Adults Policy and Procedures. Staff were aware of the Whistleblowing policy.

Areas identified as requiring improvement

There were no areas identified as requiring improvement.

10.

Accidents and Incidents

Areas of good practice

Individual accidents and incidents were recorded as appropriate and held in individuals files and Care Plans and Risk Assessments are updated as appropriate and preventative measures are put in place. There is a log held in each individual's file of each accident and incident that has occurred on a separate sheet within the file. There is managerial oversight of themes and trends as the Registered Manager collates an annual analysis of accidents and incidents on a

graph and when issues arise on an individual basis.

General comment

There are very few accident and incidents that had occurred within the service.

Areas identified as requiring improvement

The provision did not have a global log of all accidents and incidents as analysis is collated annually and individual issues are addressed at the time an accident/incident occurs.

It was suggested to the Registered Manager that a global accident and incident log could be put in place much like the current Safeguarding log.

Conclusion

Areas of good practice

The Registered Manager ensures that there are resources and support available to develop the staff team at Bendigo Nursing Home and drive through improvement and quality. This is achieved by listening to peoples views and addressing issues before they have a chance to escalate.

General comment

Staff spoken to during the visit stated that they were well supported by the Manager and Deputy Manager. This is achieved by listening to peoples views and addressing issues before they have a chance to escalate.

The Officer would like to thank Mariana Philipova and the staff and the individuals at Bendigo Nursing Home for their hospitality and their willingness to work in partnership during the visit.

Areas of improvement

It was suggested to the Registered Manager that a global accident and incident log could be put in place much like the current Safeguarding log.

Agreed joint action plan		
Date		
Action	By whom	Date
A Global Accident and Incident Log to be put in place	Mariana Philipova	Completed by and received on 29.04.16

Recommendations (recommendations to improve the quality of the Service)

Useful Health & Social Links

East Sussex Adult Social Care:

<https://new.eastsussex.gov.uk/socialcare/getting-help-from-us/contact-adult-social-care/>

▪ Training

For more information about workforce development and training opportunities available from ESCC, please use the following link or email the Adult Social Training Team at

Adultsocialcaretraining@eastsussex.gov.uk

<http://www.eastsussex.gov.uk/socialcare/providers/training/default.htm>

▪ Support Plan

An ESCC document developed by Adult Social Care with adults and their representatives that sets out how assessed needs will be met with desired outcomes and timeframes.

For more information please visit the ESCC website:

www.eastsussex.gov.uk/socialcare/disability/learning/choices/gettingsupportfromescs.htm

▪ Total Communication

Total Communication describes an approach to supporting a person which recognises an individual's support needs around communication, using communication aids and techniques to create a supportive communication environment.

For more information please visit the ESCC website:

www.eastsussex.gov.uk/socialcare/disability/learning/choices/communicatingyourownway

Care Act:

<https://www.gov.uk/search?q=care+act>

Skills for Care:

<http://www.skillsforcare.org.uk/Home.aspx>

Social Care Institute for Excellence (SCIE)

<http://www.scie.org.uk/>

Community Care

<http://www.communitycare.co.uk/>

Disclosure & Barring Scheme (DBS)

<https://www.gov.uk/government/organisations/disclosure-and-barring->