

## QUALITY ASSURANCE FEEDBACK REVIEW FORM

Provider Name: Crick Care Home	
Monitoring Type: Traffic Lights, Older Persons Commissioners Feedback, Observations	
Date: 02/03/17	Venue: The Home
Present: Suzanne McCarthy	
Discussion of Findings / Issues identified:	
<p><u>Observations</u></p> <p>On arrival at the home there was a hub of activity. The entrance was bright and welcoming and the Easter celebrations were in full swing with a large table displaying Easter Raffle prizes.</p> <p>The manager (Gillian) was not able to see me on arrival as she was on Skype with the owners in Dubai. The Deputy and one of the nurses were able to assist and I was shown to the lounge area to complete some observations.</p> <p>The lounge area felt really welcoming today and there was lots going on for residents to participate in. Age Concern were visiting to do story time and a sing along. 11 residents participated in this and the activity was very engaging. One of the residents was displaying some challenging behaviour but this was managed well by staff and he was able to continue with the activity.</p> <p>Crick have 2 new activity co-ordinators (1 x full time and 1 p/t) I met the new co-ordinator, Sarah, who was very pro-active and very involved in supporting residents to participate in the activities.</p> <p>Residents looked comfortable and happy during my observations with some choosing not to be involved in activities. One lady was reading a newspaper, while others were snoozing. Two residents had visitors. I introduced myself to one of the visitors and asked if she was happy with the home, she said 'I'm very happy with the home and in the summer months we enjoy the lovely garden space available. However, it would be nice if there was somewhere a little more private to go while visiting mum other than having to use mums bedroom, especially when we visit with the grandchildren'. The resident agreed with this but understood that it would be difficult to provide private space for everyone visiting. The resident said that she had been at the home for approximately 3 years and was very happy with everything. The food was good and her room was well kept.</p> <p>Staff looked un-phased with me being there. They looked relaxed but busy and the care given was well received by residents. Staff took time to sit and hold hands with some residents and they made every effort to ensure that residents were comfortable. The lounge area was bright and airy with the smell of lunch being cooked. Residents were offered a choice of a variety of hot or cold drinks at 11am and there were also biscuits and yoghurts on offer. Residents were having spaghetti bolognese and garlic bread for lunch but there was a variety of alternatives if this was not suitable.</p> <p><u>Staff File Checks</u></p> <p>Three new starter files were checked and the findings noted. Files were easy to view and all documentation was available. Copies of DBS checks were kept on file although I don't</p>	

believe that this is necessary and CSSIW advise that DBS numbers should be noted and a copy only retained if there are cautions that need investigating.

Ensure that any gaps in employment are justified and noted – one new starter had a 21month gap in employment with no recording as to why.

#### DOLS query

Followed up recent query from a social worker regarding DOLS application not being submitted for Phyllis Bullen. This still has yet to be completed but will be completed today 02/03/17. I have spoken to Gillian regarding this and she will check all residents have the appropriate DOLS applications in place.

#### General

Crick currently has 5 bed vacancies but these are likely to be filled very shortly.

There are plans to extend Crick next year from 48 beds to 69. The additional beds will be high spec with shower facilities as well as a toilet and sink. The drawings have been completed by an architect but this has yet to be submitted to planning.

Crick have recently had a number of ceiling hoists fitted in the bedrooms (12) and there are plans for 4 more to be completed in the near future. They are also looking at fitting a tracking hoist in the lounge area which they feel will make life much easier for carers. This will be carefully planned to avoid too much disruption.

Crick are looking into leasing a minibus as they feel this would be a great asset to the home.

The current Deputy Manager is stepping down and reducing her hours. This job role will not be replaced and instead there is a planned restructure which will see a new Business Manager appointed.

Crick are currently advertising for two nurses, one for days and one for nights. They have increased the hourly rate for the night nurse which has made it very competitive with the NHS.

Discussed Older Persons Commissioners response and gained feedback from Jim and Gillian.

Actions Identified:	Timescale:
DOLS applications to be in place for all residents.	3 weeks <b>GC</b>
DOLS application to be submitted ASAP for PB	Completed and sent 02/03/17 <b>MJ</b>
Crick may wish to consider their current DBS policy in-line with CSSIW guidance not to retain copies in the future. This is purely a recommendation and is not compulsory.	N/A

Follow up actions for Monmouthshire:

Arrange a follow up to ensure that DOLS are in place for all residents. W/C 27/03/17 **SM**

Forward Older Persons Commissioners responses to Chris Robinson by 17/03/17 **SM**

Copy sent to: Crick

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