



Mock inspection report

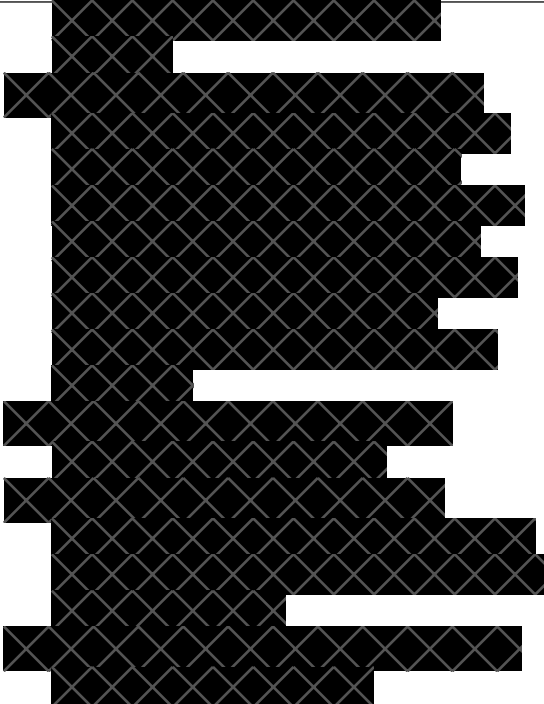


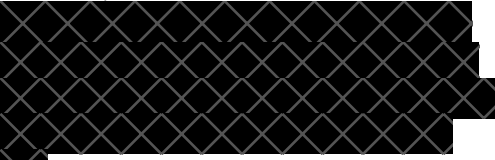
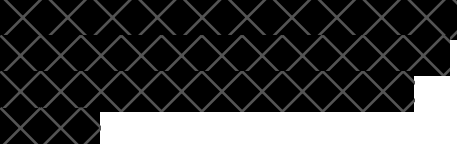


Date of visit: [REDACTED] 2021
©Issac Theophilos

Outstanding Care Homes
Spectrum House,
Freedom Works,
Beehive Ring Rd,
Crawley
RH6 0LG
Telephone: 0333 090 4479

Domain	Observation	To be improved
CQC folder	<ul style="list-style-type: none"> No notifications recorded 	<ul style="list-style-type: none"> Please create a matrix to monitor your CQC notifications so that you don't miss any. Include this as a part of your discussion for management meetings.
Safeguarding folder	<ul style="list-style-type: none"> Resident BR – has the care quality commission has been informed? – says “no”. Check if his care plan to see personal care. (Wearing clothes, wearing glasses, etc.) is very well addressed. Well done. (May 2021) Resident TE incident – agency staff pushing the resident – April 2021. Well investigated. Well done. Care plan? Safeguarding training? CQC notification? [REDACTED] 	<ul style="list-style-type: none"> Each safeguarding incident should have a summary form in the front detailing the contacts made, action taken and final outcome, CQC notification copy, and lessons learned if any. This will make the tracking for the safeguarding incident easier.

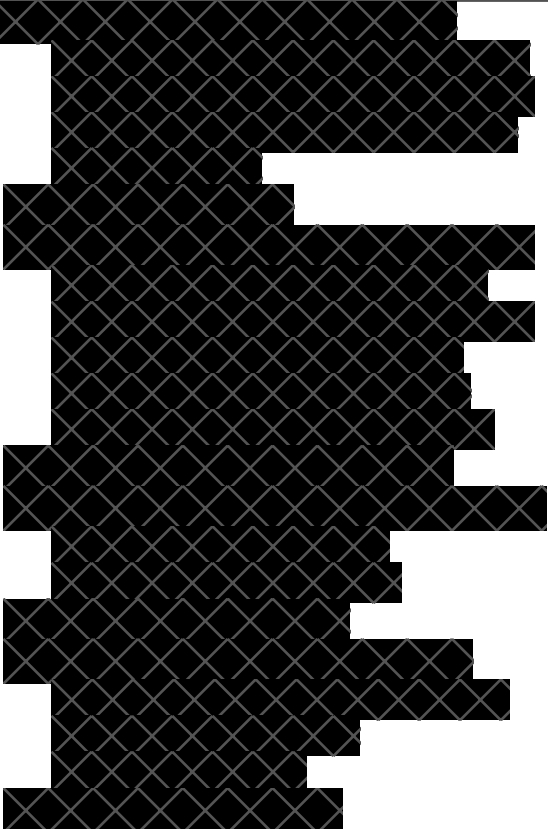
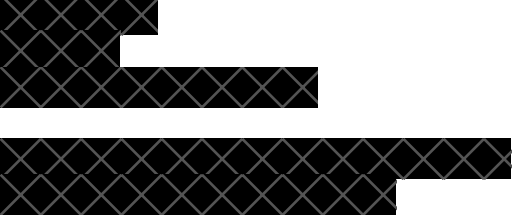
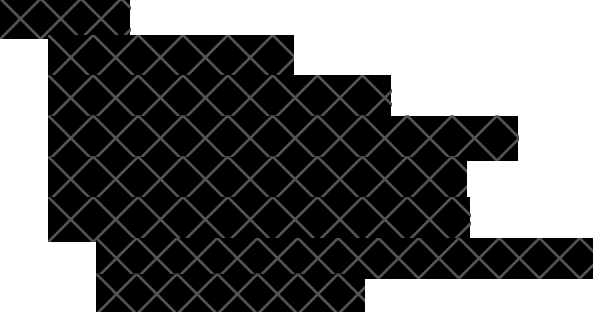
<p>Accident folder</p>	<ul style="list-style-type: none"> • The number of falls seems to be high in comparison to other services I have visited. • Good documentation in place. • Management has reviewed each incident in detail; well done. 	<ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • Please note down what you have done to prevent someone from falling again or having any similar incident. • If someone with capacity has recurrent falls, discuss their views about fall prevention strategies. • If someone without capacity falls, discuss this with NOK and professionals on what support you can provide to prevent someone from falling. • All should be documented in detail in the care plan.
<p>Complaints folder</p>	<p>[REDACTED]</p>	<ul style="list-style-type: none"> • [REDACTED]
<p>Care plan – general comments.</p>		<ul style="list-style-type: none"> • [REDACTED]

		
<p> Room 1A Admission – Feb 2021</p> <p></p>	<ul style="list-style-type: none">• DNAR in place.• Consents not seen?• Risks – Type 2, Malnourished, on fortisi s, COPD.• • 	

	<ul style="list-style-type: none">• [REDACTED]	
--	--	--

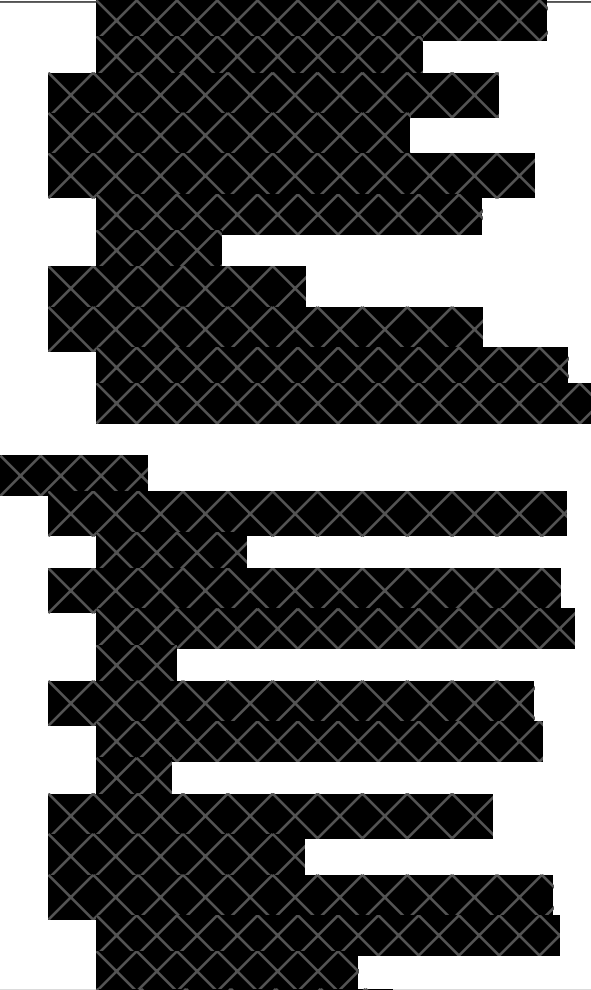
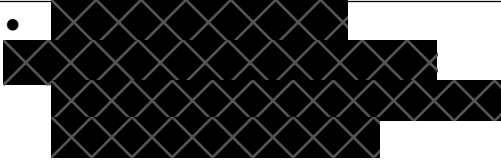
	<ul style="list-style-type: none"> • [REDACTED] 	
<p>Resident BS Room 12A DOA: October 2020</p> <p>[REDACTED]</p>	<p>Carers report:</p> <ul style="list-style-type: none"> • No incidents of any behaviour aggression in recent days. He looks settled. Well done. • Behaviour chart – last completed in Feb 2021. He seems settled. Well done. <p>[REDACTED]</p>	

	<ul style="list-style-type: none">• [REDACTED]	
--	--	--





		
Mar sheet	<ul style="list-style-type: none"> •  	<ul style="list-style-type: none"> • Medications are generally managed well. • PRN medicines should be a bit more practical. Staff should identify if there is a need and administer it if required.

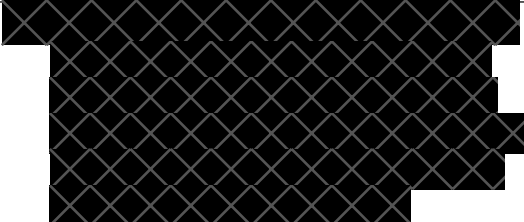
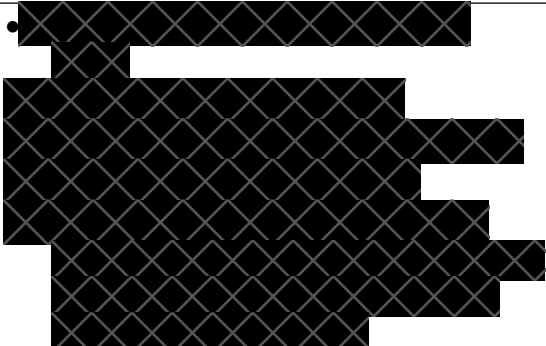
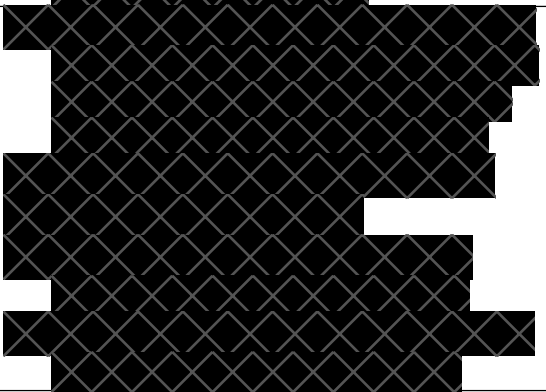
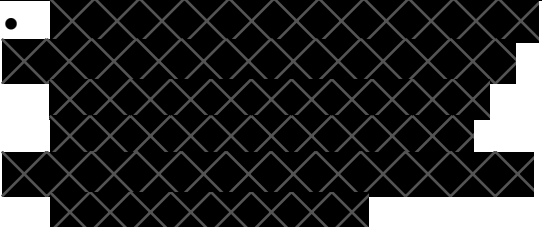
	<p>[REDACTED]</p> <p>Room 8B</p> <ul style="list-style-type: none">• PRN protocol – Paracetamol – updated in June 2021. Well done.• No signature gaps• Photograph present.• No issues were identified. <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<ul style="list-style-type: none">• [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
--	---	--


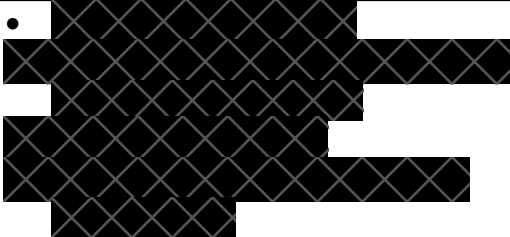
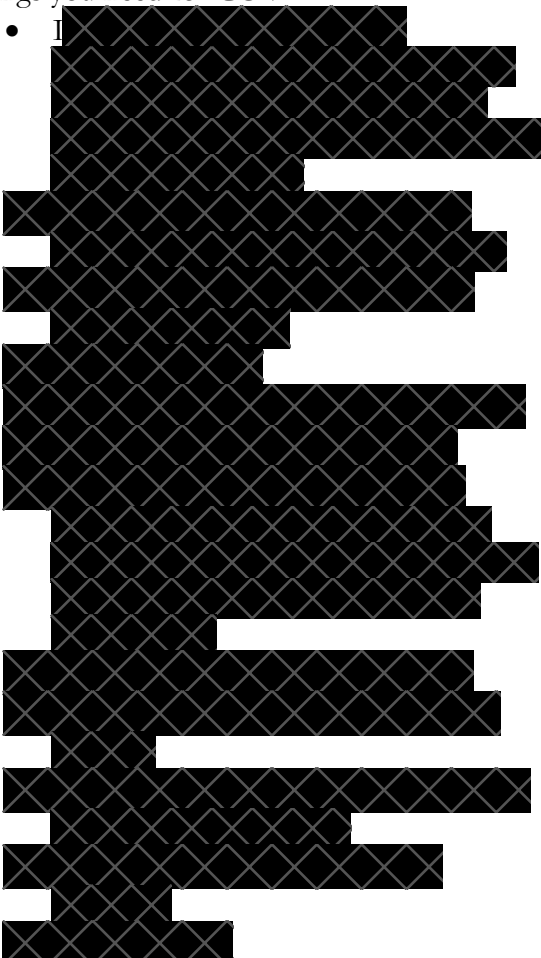
	<ul style="list-style-type: none">• [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
--	--	--

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
Activities folder	<ul style="list-style-type: none"> • [REDACTED] 	<ul style="list-style-type: none"> • [REDACTED]
[REDACTED]		<ul style="list-style-type: none"> • [REDACTED]


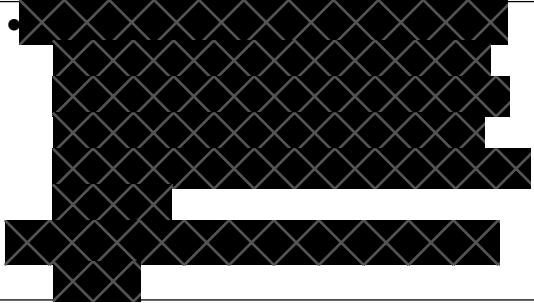
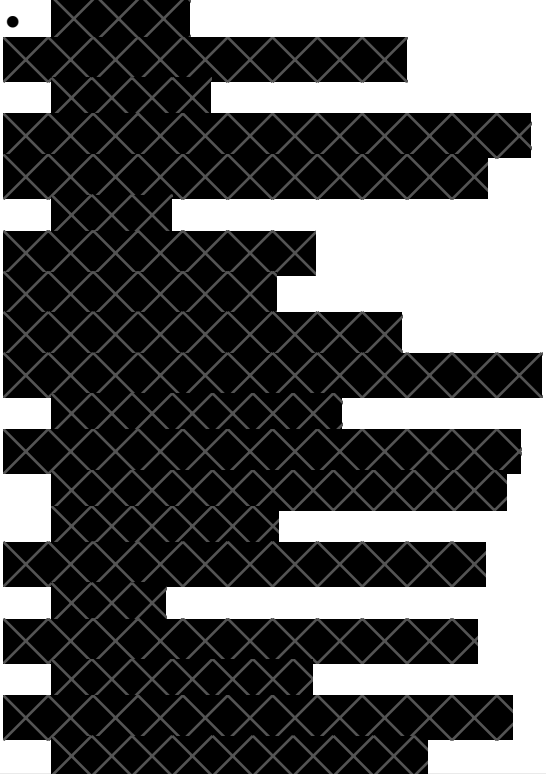
Audits	<ul style="list-style-type: none">• [Redacted]	<ul style="list-style-type: none">• [Redacted]• [Redacted]• [Redacted]

	[REDACTED]	
Medication audit	[REDACTED]	
Contractors	<ul style="list-style-type: none"> • Liability insurance – in date. • ICO – due to be renewed in July 2021. • Waste disposal – ok • Gas certificate – Laundry seen on Jan 2021. Gas safety certificate for the kitchen? • [REDACTED] 	
Household risk assessment	<ul style="list-style-type: none"> • [REDACTED] 	
Maintenance	<ul style="list-style-type: none"> • [REDACTED] 	
Water temperature/ legionella		<ul style="list-style-type: none"> • [REDACTED]

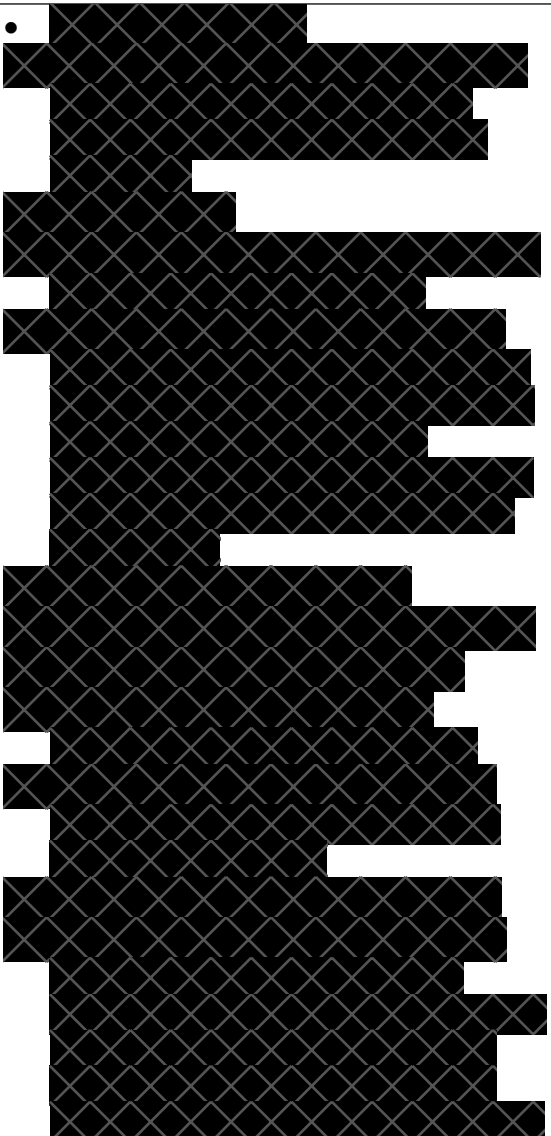
		
Quality assurance		
Staff meeting		
Fire safety		

		
Thank you card	<ul style="list-style-type: none"> • Well done – you should display it. 	
COVID	<ul style="list-style-type: none"> •  	<p>Things you need for COVID:</p> <ul style="list-style-type: none"> • 

		<ul style="list-style-type: none"> • [REDACTED]
Supervision matrix	<ul style="list-style-type: none"> • Good. The manager keeps track of it. Well done. • Supervisions are detailed seem effective. 	
DOLS Matrix	<ul style="list-style-type: none"> • [REDACTED] 	
Staff folder	<p>S [REDACTED]</p> <ul style="list-style-type: none"> • [REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none"> • [REDACTED] 	<p>Usual problems CQC pick up on are:</p> <ul style="list-style-type: none"> • [REDACTED]

		
Training matrix		
Medication administration	<ul style="list-style-type: none">	



		
--	--	--



	<ul style="list-style-type: none"> • [REDACTED] 	
Staff knowledge should be improved on [REDACTED]		

Assumed CQC rating:

- **SAFE – Requires Improvement.** [REDACTED]
- **Effective – Requires Improvement** [REDACTED]
- **Caring – Good.**
- **Responsive – Requires Improvement** [REDACTED]
- **Welled – Requires Improvement** [REDACTED]

Disclaimer:

We do not provide any legal advice. The reader should consult legal counsel for advice on particular legal or regulatory matters that may arise. Some of the comments may not indicate the full picture hence resulting in a wrong judgement. The comments are based on the evidence looked at within a short space of time. The company and its staff know the company better than the consultant. The company should correlate these findings with their daily practice to drive improvement. Wishing you all success.

The content of this report is copyright protected. No sharing or distribution of this material is allowed outside of the business that paid for the service.
©2020 Issac Theophilos

Issac Theophilos