

TBN CIW inspection Action Plan

August 2020

The following actions were identified in the recent CIW inspection report:

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| Ensure care workers receive appropriate on-going training | Regulation 36(2)(d) |
| Ensure personal plans take sufficient account of risks to the individual's well-being and measures for managing them | Regulation 15(7)(e) |
| Ensure personal plans are reviewed with residents and relatives at least every three months and consider the extent to which people achieve their personal outcomes | Regulation 16(1)-(4) |
| Ensure all persons working at the service receive appropriate supervision | Regulation 36(2)(c) |
| Ensure the RI visits the service at least every three months to speak with residents and care workers | Regulation 73(1) |
| Ensure the RI maintains a system for monitoring, reviewing and improving the quality of care and support at least every six months | Regulation 80(2) |

The Action Plan below identifies our approach and timescales to meeting identified actions and areas of non-compliance :

| Issues | Responsible lead | Comments/ Actions taken | Timescales | BRAG Rating |
|--|------------------|--|----------------|--------------------|
| The service provider is not compliant Regulation 36(2)(d) of The Regulated Services (Service Providers and Responsible Individual) (Wales) Regulations 2017 - Ensure care workers receive appropriate on-going training | | | | |
| Identify core recurrent training. Check training records and complete new training matrix. | MD | Exercise complete. New training matrix complete | August 2020 | Complete |
| Risk manage staff to identify priority for training | MD | Staff identified for 4 training areas as a priority with all other training to be reviewed to ensure appropriate currency. | August 2020 | Complete |
| Speak to SCDWP re virtual training and competency / compliance | LM | Discussions held with SCDWP re training opportunities. Medication and Safeguarding training highlighted and arranged. | September 2020 | Complete |
| Look to source IT support for this (Desk top) | LM | New desktops purchased to facilitate online training. Awaiting order completion. | September 2020 | In progress |

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| Identify area for IT equipment | MD | Two locations identified. MD to liaise with IT re installation and connection for desktops including any project requests for installation of ports. | August 2020 | In progress |
| All relevant training to be updated for currency | MD | Matrix to be utilised to identify training requirements and staff to be trained | August 2021 | In progress |
| Ensure personal plans take sufficient account of risks to the individual's well-being and measures for managing them | | | Regulation 15(7)(e) | |
| Ensure personal plans are reviewed with residents and relatives at least every three months and consider the extent to which people achieve their personal outcomes | | | Regulation 16(1)-(4) | |
| Personal plans and risk | MD | New paperwork to be developed to identify risk and record mitigating actions | September 2020 | In progress |
| Reviews need enhancing | MD | New paperwork to be developed and 3 monthly review to become a senior care responsibility with input from key worker and other stakeholders. Review policy developed outlining this process and implemented within the home. | September 2020 | In progress |

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| Ensure all persons working at the service receive appropriate supervision | | | Regulation 36(2)(c) | |
| Staff Supervision requires a consistent approach. Plan in place to be developed for this. | MD | Staff supervision matrix to be developed to assist timely supervision. | September 2020 | In progress |
| | LM | Staff supervision policy developed and to be implemented reflecting frequency, roles and responsibilities and review requirements. | September 2020 | Complete |
| Ensure the RI visits the service at least every three months to speak with residents and care workers | | | Regulation 73(1) | |
| RI visits – need to re-establish and incorporate on the structure training and the training matrix | AE /LM | Visits re-established and a programme for supervision set out | August 2020 | Complete |
| Ensure the RI maintains a system for monitoring, reviewing and improving the quality of care and support at least every six months | | | Regulation 80(2) | |
| Reg 80 6 monthly report – needs to be completed | MD | Template from CIW to be utilised. Resident and family consultation complete. Professionals to be consulted and report to be completed by 21 st of September | September 2020 | In Progress |

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| | | to comply with inspection requirements. | | |
| Other Issues | | | | |
| Photographs of staff need to be updated | | Inspector viewed main HR files not the ones in the homes which are updated. MD has emailed inspector with offer of updated photographs. | August 2020 | Complete |
| Update SOP | MD /LM | MD to email Adam re updated SOP. New SOP uploaded to CIW website. | August 2020 | Complete |