

## **Audit Committee – 7<sup>th</sup> April, 2014**

### **Hollybank Intermediate Care Unit – Care Quality Commission Warning Notice – Up-date.**

#### **Summary:**

To provide Audit Committee with an up-date following the next Care Quality Commission Inspection of Hollybank House .

#### **Recommendation:**

1. To note the outcome of the Unannounced Inspection which took place 13<sup>th</sup> March 2014.

#### **Background**

On the 19.12.13 CQC made a unannounced inspection culminating in a Warning Notice stating the unit was failing to comply with Regulation 23(1)(a) which states:

#### **Supporting Workers.**

23(1) The registered person must have suitable arrangements in place in order to ensure that persons employed for the purposes of carrying on the regulated activity are appropriately supported in relation to their responsibilities, to enable them to deliver care and treatment to service users safely and to an appropriate standard, including by-

- (a) Receiving appropriate training, professional development, supervision and appraisal;

The Service presented a report to Audit Committee on the 24<sup>th</sup> February 2014

The two areas where action was required to improve were:

- Supporting Workers
- Assessing & Monitoring Quality of Service Provision

The Service responded by bringing the lapsed supervisions up to date by the CQC deadline of 28<sup>th</sup> February.

Senior Managers introduced a mix of one-to-one supervision and group supervision. The team also began to record the staff welfare visits alongside supervisions as this element of staff support had gone un-recognised. Further to this management monitored progress on a weekly basis and ensured the duties of absent officers were covered. The team also continued to role out the appraisal process as planned.

In terms of training, the recording matrix was redesigned to ensure clarity regarding mandatory training and the frequency of refresher courses.

Workforce development have conducted further work with the unit and are now providing a wider range of courses. The training officer has continued to work closely with workforce development to plan training ahead and deliver training in different ways to reduce the issues of achieving training targets whilst also staffing the unit.

With regard to monitoring the quality of the service, the team ensured that all relevant audits and analysis of feedback questionnaires are stored centrally in a CQC evidence folder and made available to the Inspector.

### **CQC Feedback 13<sup>th</sup> March.**

In terms of the above areas the inspector Amanda Hennessey stated that the unit was now compliant and will produce a report in due course.

#### **Author:**

Name Lloyd Brodrick – 14<sup>th</sup> March 2014

Service Manager Integrated Intermediate Care.

☎ 01922 650353

✉ [brodrickl@walsall.gov.uk](mailto:brodrickl@walsall.gov.uk)